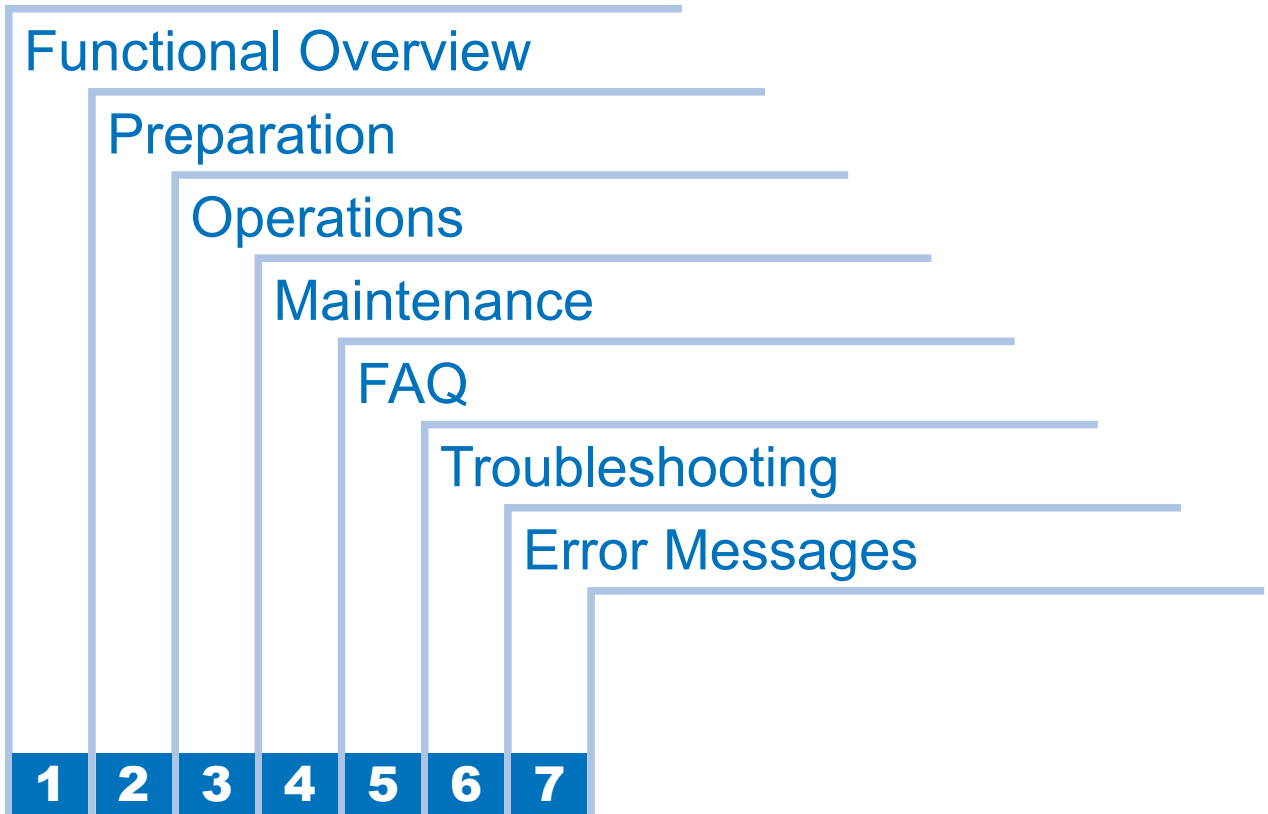
REVISION 1

Canon

Updater V1.0

Service Manual



Appendix

Application

This manual has been issued by Canon Inc. for qualified persons to learn technical theory, installation, maintenance, and repair of products. This manual covers all localities where the products are sold. For this reason, there may be information in this manual that does not apply to your locality.

Corrections

This manual may contain technical inaccuracies or typographical errors due to improvements or changes in products. When changes occur in applicable products or in the contents of this manual, Canon will release technical information as the need arises. In the event of major changes in the contents of this manual over a long or short period, Canon will issue a new edition of this manual.

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Caution

Use of this manual should be strictly supervised to avoid disclosure of confidential information.

Explanation of Symbols

The following symbols are used throughout this Service Manual.

Symbols	Explanation
	Check.
	Check visually.
	Check the noise.
	Disconnect the connector.
	Connect the connector.
	Remove the cable/wire from the cable guide or wire saddle.
	Set the cable/wire to the cable guide or wire saddle.
	Remove the screw.
	Tighten the screw.

Symbols	Explanation
	Remove the claw.
	Insert the claw.
	Use the bundled part.
	Push the part.
	Plug the power cable.
	Turn on the power.

The following rules apply throughout this Service Manual:

1. Each chapter contains sections explaining the purpose of specific functions and the relationship between electrical and mechanical systems with reference to the timing of operation.

   In the diagrams, ▮▮▮ represents the path of mechanical drive; where a signal name accompanies the symbol, the arrow ⟶ indicates the direction of the electric signal.

   The expression "turn on the power" means flipping on the power switch, closing the front door, and closing the delivery unit door, which results in supplying the machine with power.

2. In the digital circuits, '1' is used to indicate that the voltage level of a given signal is "High", while '0' is used to indicate "Low". (The voltage value, however, differs from circuit to circuit.) In addition, the asterisk (*) as in "DRMD*" indicates that the DRMD signal goes on when '0'.

   In practically all cases, the internal mechanisms of a microprocessor cannot be checked in the field. Therefore, the operations of the microprocessors used in the machines are not discussed: they are explained in terms of from sensors to the input of the DC controller PCB and from the output of the DC controller PCB to the loads.

The descriptions in this Service Manual are subject to change without notice for product improvement or other purposes, and major changes will be communicated in the form of Service Information bulletins.

All service persons are expected to have a good understanding of the contents of this Service Manual and all relevant Service Information bulletins and be able to identify and isolate faults in the machine.

Regarding Product Names used in this service manual

In this service manual, the following product names are used.

- Content Delivery System
  It is abbreviated to CDS in this service manual.
- Universal Gateway
  It is abbreviated to UGW in this service manual.
- Service Management Service
  It is abbreviated to SMS in this service manual.
- Embedded RDS
  It is abbreviated to eRDS in this service manual.
- License Management System
  It is abbreviated to LMS in this service manual.
- Abbreviation of Service Support Tool
  It is abbreviated to SST in this service manual.

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Functional Overview

- Overview
- System Configuration
- List of Functions
- Distribution Flow
- Limitations and Cautions

Overview

Updater provides functions that enable network communication with Content Delivery System V1.0 (hereinafter CDS) to install firmware, MEAP applications and system options.

- Firmware Installation
  Updater function enables users to distribute firmware through CDS via Internet. Particularly on e-Maintenance/UGW (called NETEYE in Japan)-enabled devices, firmware can be updated remotely, which effectively slashes costs incurred in field services.

- MEAP Application/System Option Installation
  By linking devices to CDS and License Management System (providing the function to manage licenses; hereinafter LMS), applications can be installed in devices via Updater, regardless of those not embedded (MEAP application) or embedded (system options) in devices.

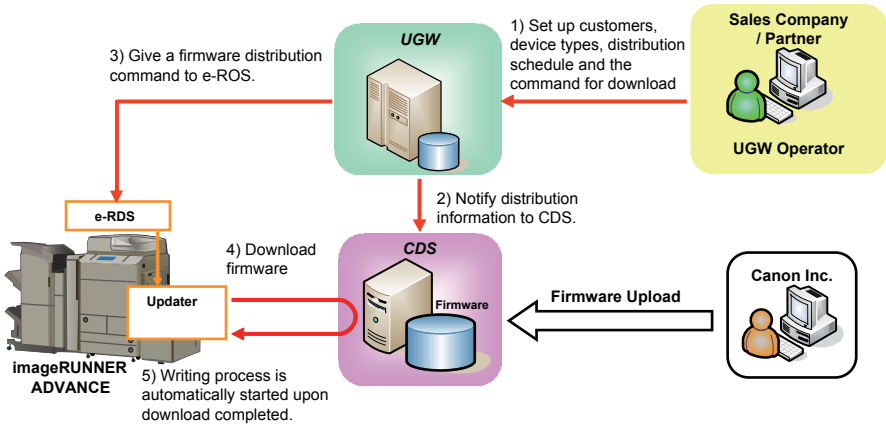
Installing Firmware

With link to Updater, service technicians provide firmware install services in the following 3 methods.

Distribution Method	Download Commanded by:	Update Timing	Downloadable Firmware Versions		
			Previous Ver	Current Ver	Newer Ver
a. UGW-linked Download / Update (Full-remote update)	UGW	Auto	No	Yes	Yes*1
b. UGW-linked Download (Remote Distribution / Update)	UGW	Manual	Yes	Yes	Yes
c. Manual Download / Update (On-site Update via Service mode)	Local UI	Auto	No	Yes	Yes*1
		Manual	Yes	Yes	Yes

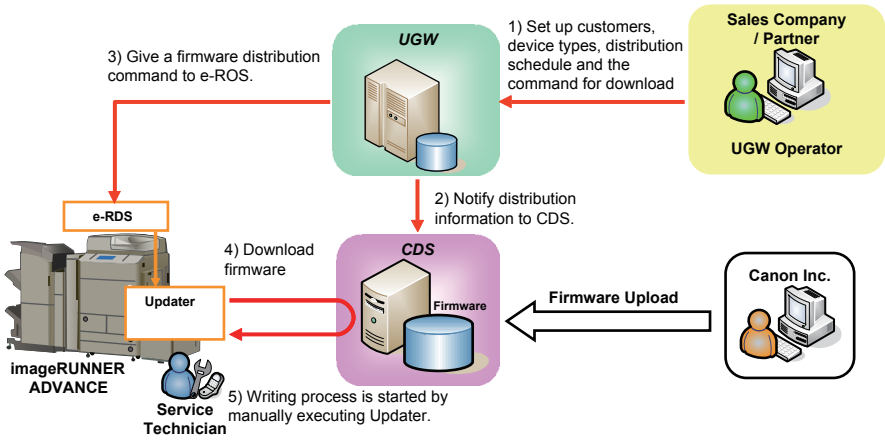
*1:You can select the version allowed Remote Update. T-1-1

a. UGW-linked Download and Update (Full-Remote Update)
If the device is linked to UGW and the distribution schedule and update setting are registered on UGW in advance, full remote firmware update is available on an imageRUNNER ADVANCE-series device. Upon downloaded from CDS, the firmware is updated on the device.



F-1-1

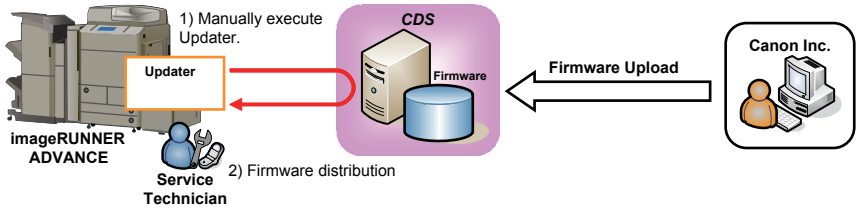
b. UGW-linked Download (Remote Distribution / Update)
If the device is linked to UGW and the distribution schedule is registered on UGW in advance, firmware can be distributed to an imageRUNNER ADVANCE-series device before a service technician actually visits the customer site. This allows the service technician to update the firmware manually immediately after completing device inspection.



F-1-2

c. Manual Download and Update (On-site Update via Service Mode)

If an imageRUNNER ADVANCE-series device has connection with the external network, a service technician can gain access to CDS via Service mode to download and update firmware. This allows service technicians to update the firmware as needed on the customer site even without PCs.



F-1-3

NOTE:
"External network" here means the network connecting the device to CDS via Internet.

NOTE:
Users are able to gain firmware distribution in the following 3 methods by introducing CDS. See User Manual for detailed information.

Distribution Method	Download Commanded by	Update Timing	Downloadable Firmware Versions		
			Previous Ver	Current Ver	Newer Ver
Manual download/ update via Local UI	Local UI	Auto	No	No	Yes *1
		Manual	No	No	Yes *1
Manual download/ upload via Remote UI	Remote UI	Auto	No	No	Yes *1
		Manual	No	No	Yes *1
Special download/ upload via Remote UI	Remote UI	-	Specific version only (Obtain it separately)		

*1: Only the latest version of Remote update-enabled version is downloadable.

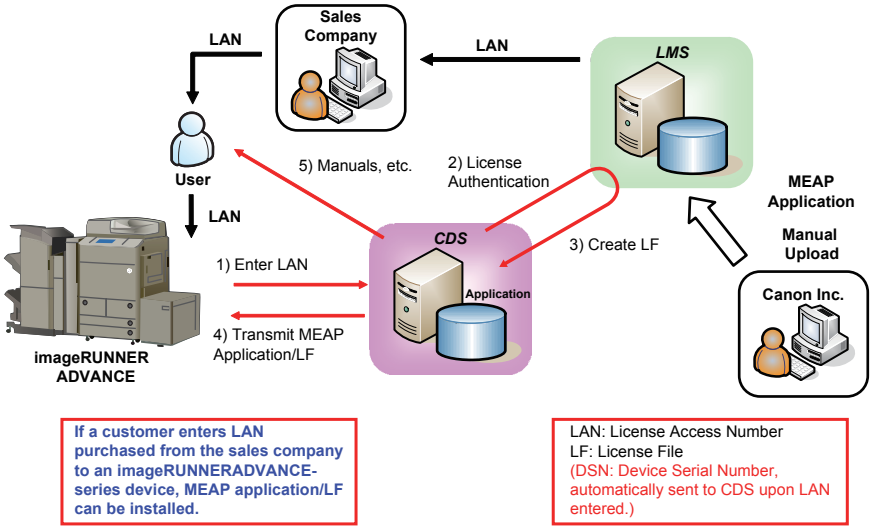
Installing MEAP Application/System Option

The following is the installation method of MEAP application/system option which is enabled by applying CDS.

a. LMS-linked MEAP Application/System Option Installation

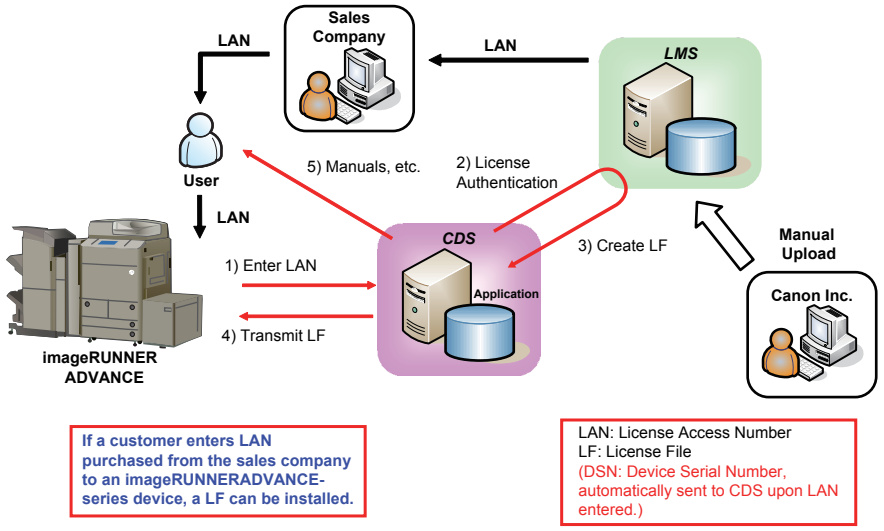
If an imageRUNNER ADVANCE-series device is connected to the external network, user or service technician can gain access to CDS from User mode to install a MEAP application or a system option.

Installing MEAP Application



F-1-4

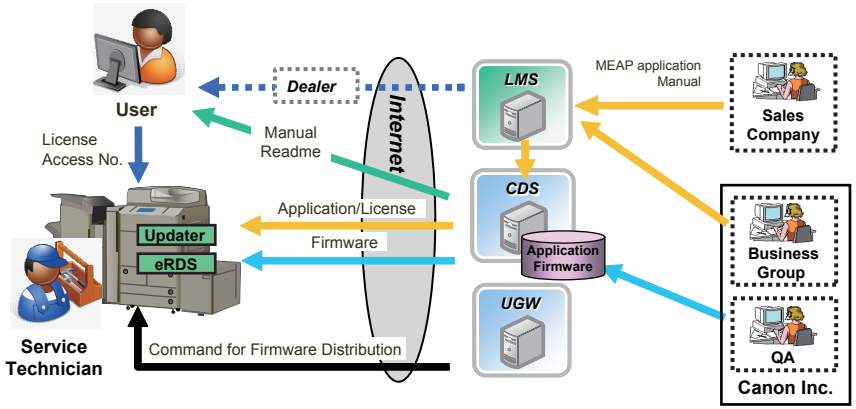
Installing System Option



F-1-5

System Configuration

The figure below schematically shows the system configuration.



F-1-6

List of Functions

The matrix below shows the list of functions provided by Updater.

Category	Function	Service Mode	User Mode	Remote UI	UGW-linked
Firmware	Checking firmware compatibility	Yes	-	-	-
	Checking special firmware	Yes	-	-	-
	Checking latest firmware version	-	Yes	Yes	-
	Registering/deleting firmware distribution schedule	Yes	Yes	Yes	-
	Confirming and downloading firmware	Yes	Yes	Yes	Yes
	Updating downloaded firmware	Yes	Yes	Yes	-
	Cancelling downloaded firmware	Yes	Yes	Yes	-
	Acquiring firmware distribution information registered from UGW	-	-	-	Yes
	Notifying firmware version information	-	-	-	Yes
MEAP application/ system option	Inquiring license for MEAP application/system option	-	Yes	Yes	-
	Installing MEAP application / system option	-	Yes	Yes	-
System Management	Settings	Yes	-	-	-
	Testing communications	Yes	Yes	Yes	-
	Displaying update logs	Yes	Yes	Yes	-
	Displaying system logs	Yes	Yes	Yes	-
Internal system error notification	Notifying internal system error occurrence to distribution server	Yes	Yes	Yes	Yes

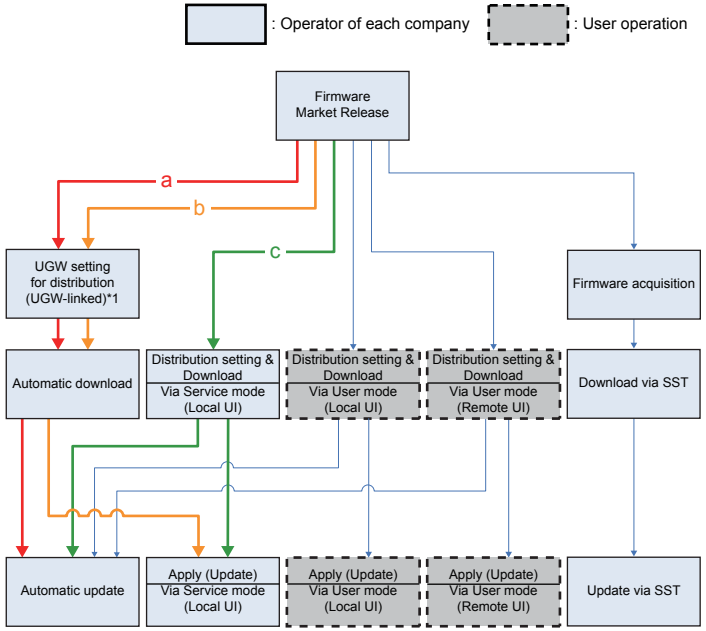
T-1-2

Distribution Flow

Firmware Installation Flow

Service technicians provide firmware install services in the following 3 methods.

a: UGW-linked download and update
b: UGW-linked download
c: Manual download and update

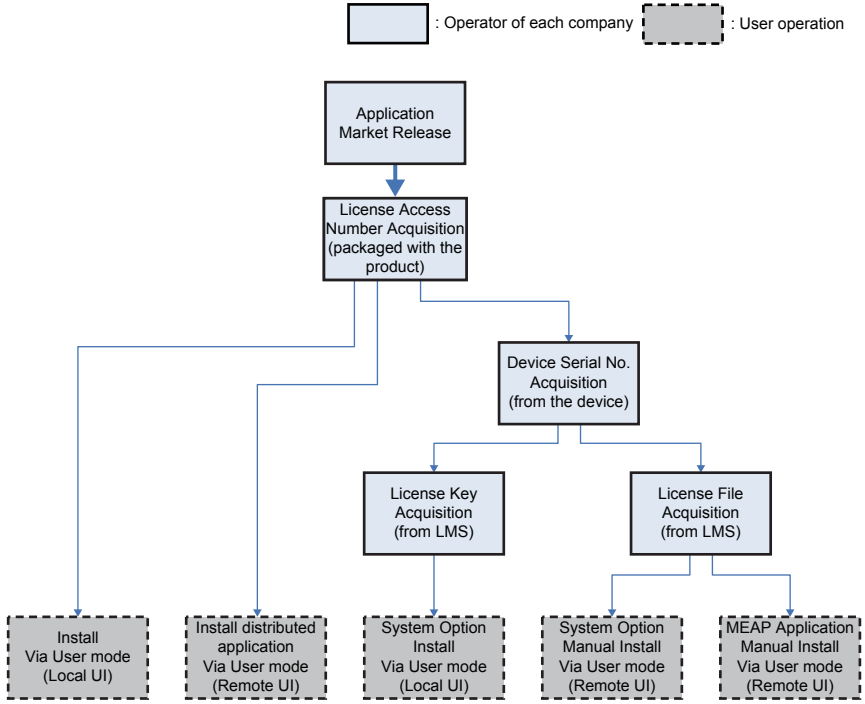

: Operator of each company
: User operation
Firmware Market Release
a
b
c
UGW setting for distribution (UGW-linked)*1
Firmware acquisition
Automatic download
Distribution setting & Download Via Service mode (Local UI)
Distribution setting & Download Via User mode (Local UI)
Distribution setting & Download Via User mode (Remote UI)
Download via SST
Automatic update
Apply (Update) Via Service mode (Local UI)
Apply (Update) Via User mode (Local UI)
Apply (Update) Via User mode (Remote UI)
Update via SST

F-1-7

*1: Schedules for UGW-linked distribution are maintained on CDS.

MEAP Application/System Option Installation Flow

MEAP application/system option installation method using service mode is not provided.
Be sure to use the user mode to install.


: Operator of each company
: User operation
Application Market Release
License Access Number Acquisition (packaged with the product)
Device Serial No. Acquisition (from the device)
License Key Acquisition (from LMS)
License File Acquisition (from LMS)
Install Via User mode (Local UI)
Install distributed application Via User mode (Remote UI)
System Option Install Via User mode (Local UI)
System Option Manual Install Via User mode (Remote UI)
MEAP Application Manual Install Via User mode (Remote UI)

F-1-8

Limitations and Cautions

Limitations

Changing Date/Time on Device

When a user changes the date/time setting on the device (including change of the setting according to daylight saving time), the firmware distribution may not be performed as scheduled.

But there is not the problem if it is time adjustment of several minutes with NTP servers.

Change of Setting from Service mode

Any settings from Service mode will be enabled after restarting the device.

Cautions

Concurrent use of Updater functions

Multiple users cannot use Updater functions on a device concurrently by using it together with Remote UI.

Coexistence of Remote UI and other tools

Users logged in SMS (Service Management Service) are unable to use Update functions from Remote UI.

Using Updater function from Remote UI

Upon the following operations done, Updater functions are suspended from Remote UI for certain duration.

- When a user exits Web browser without clicking [Portal] or [Log Out] button in the setting of Remote Login Service via SMS
- When a user exits Web browser without clicking [Portal] button in the setting of not to use Remote Login Service via SMS.
- When a user exits Web browser without clicking [Log out from SMS] or [To Remote UI] button.

Wait for EOJ (end of job) Function

Firmware update will be triggered only after the following jobs are completed.

This is the Updater-specific specification.

Job/Function type	Receiving	Printing	Queued print jobs	Sending	Queued send jobs
COPY	-	Wait for EOJ *1	Wait for EOJ *1	-	-
PRINT	Wait for EOJ (end of job)*1	Wait for EOJ *1	Wait for EOJ *1	-	-
FAX	Wait for EOJ *1	Wait for EOJ *1	Wait for EOJ *1	Wait for EOJ *1	Wait for EOJ *1
I-FAX Receipt	Cancel processing to trigger update *1	Wait for EOJ *1	Wait for EOJ *1	-	-
SCAN *2	-	Wait for EOJ *1	-	-	-
Report Print	-	Wait for EOJ *1	Wait for EOJ *1	-	-

T-1-3

*1: Soon after receipt, Print and FAX jobs are not recognized as jobs.

*2 SCAN jobs are recognized as EOJ upon scanning completed.

Even during transfer, Pull SCAN job processing is cancelled soon after scanning is completed.

Firmware update is cancelled if the jobs are not completed within 10 minutes. If this occurs, the error code, 8x001106, will be returned (different numbers will be shown for x depending on the execution modes).

Firmware update is executed if the jobs stated above are not in the queue.

Follow the shutdown sequence to reboot the device after the firmware is updated.

The following firmware versions do not support Wait for EOJ Function.

- iR-ADV V5000 series: V40.17 or earlier
- iR-ADV V7000/9000 series: V40.18 or earlier

For the versions above, triggering firmware update will cancel all COPY/PDL jobs submitted and/or queued. Only jobs with power-off safeguard (Fax/ I-Fax/ Auto-Report Print) are recovered after reboot.

Preparation

- Overview of Preparation
- Setting Sales Company’s HQ
- Network Settings
- Enabling UGW Link
- Enabling [Update Firmware] Button of User Mode
- Enabling [Install Application/Options] Button of User Mode
- Enabling [Manual Update] Button of User Mode (Remote UI)

Overview of Preparation

The following should be prepared before using Updater.

- For updating of firmware

Installation Method	Setting Sales Company's HQ	Network Settings	Enabling UGW Link	Enabling [Update Firmware] Button of User Mode	Enabling [Manual Update] Button of User Mode (Remote UI)
UGW-linked Download and Update	Yes	Yes	Yes	-	-
UGW-linked Download	Yes	Yes	Yes	-	-
Manual Download and Update	Yes	Yes	-	-	-
Manual Download and Update via Local UI	Yes	Yes	-	Yes	-
Manual Download and Update via Remote UI	Yes	Yes	-	Yes	-
Special Download and Update via Remote UI	Yes	-	-	-	Yes

T-2-1

- For Install of Application

Installation Method	Network Settings	Enabling [Install Application/ Options] Button of User Mode
LMS-linked Installation	Yes	-
LMA-linked installation via Local UI	Yes	Yes
LMS-linked installation via Remote UI	Yes	Yes

T-2-2

Setting Sales Company's HQ

When using devices input in the markets listed below, the default setting of Sales Company's HQ should be changed before obtaining firmware distributed from CDS. Unless the setting is changed properly, the desired firmware may not be able to be selected.

Market	Default Setting of Sales Company's HQ	Setting of Sales Company's HQ after Change
Canada	US	CA
Latin America	US/SG	LA
Hong Kong	SG	HK

T-2-3

Go to the following screen to change the setting of Sales Company's HQ.

Service Technician	Setting of Device Service Mode (Level 1)	COPIER > FUNCTION > INSTALL > CDS-CTL

NOTE:
The list below shows the setting of Sales Company's HQ for CDS-CTS by market.
Check and adhere to the appropriate setting for your market.
<List of Sales Company's HQ and the settings for CDS-CTL>

Japan = JP
USA = US
Singapore = SG
Europe = NL
Korea = KR
China = CN
Hong Kong = HK
Australia = AU
Canada = CA
Latin America= LA

Network Settings

Connecting to External Network

The method of connecting to external network is similar to a normal network connection method. Refer to user manual of the device for details.

NOTE:
- See User Manual for how to connect the device to the external network.
- Before using UGW link or User mode, see the sections below to prepare as required.
  “Enabling UGW Link”
  “Enabling [Update Firmware] Button of User Mode”
  “Enabling [Install Application/Options] Button of User Mode”

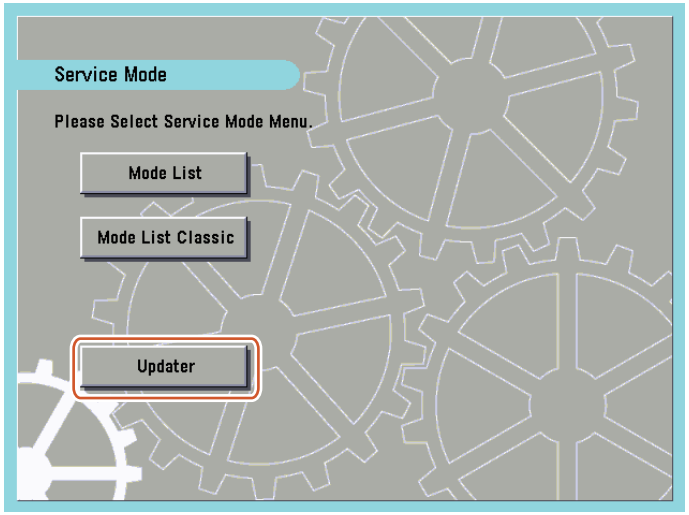
NOTE:
“External Network” here means the network connecting the device to CDS via Internet.

Confirming URL Setting of Distribution Server

This section describes how to confirm the URL setting of the distribution server.

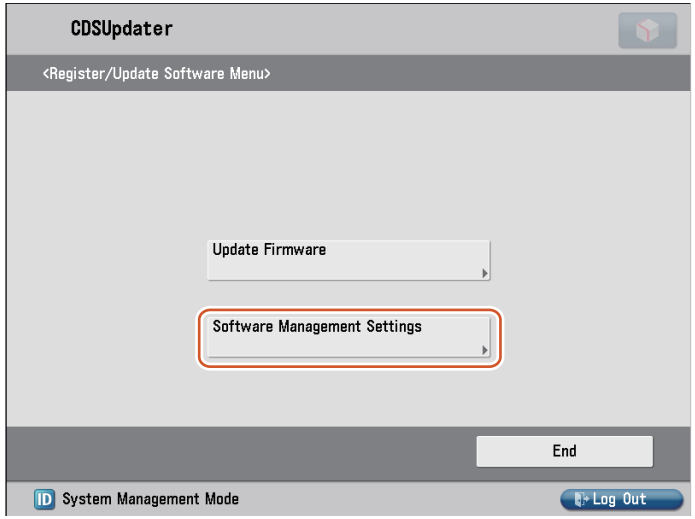
1. Start [Service Mode] at Level 1.
   1). Press [Setting/Registration (User Mode)] button on the control panel.
   2). Press [2] and [8] buttons at a time on the control panel.
   3). Press [Setting/Registration (User Mode)] button on the control panel.
   4). [Service Mode] screen is shown.

2. Press [Updater] button.



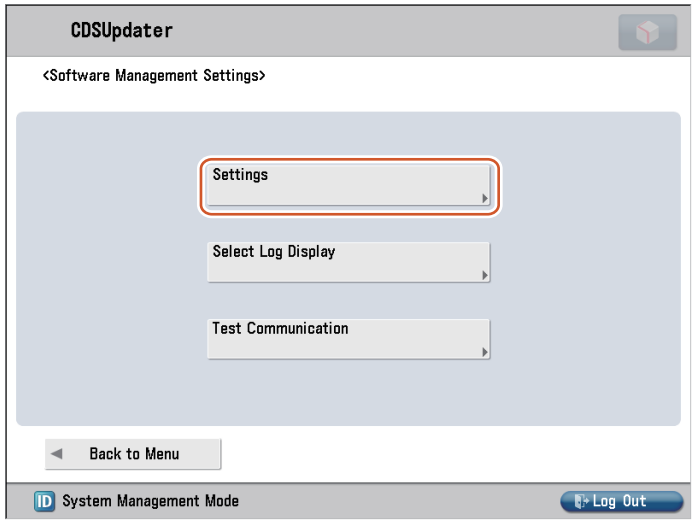
F-2-1

3. Press [Software Management Settings] button.



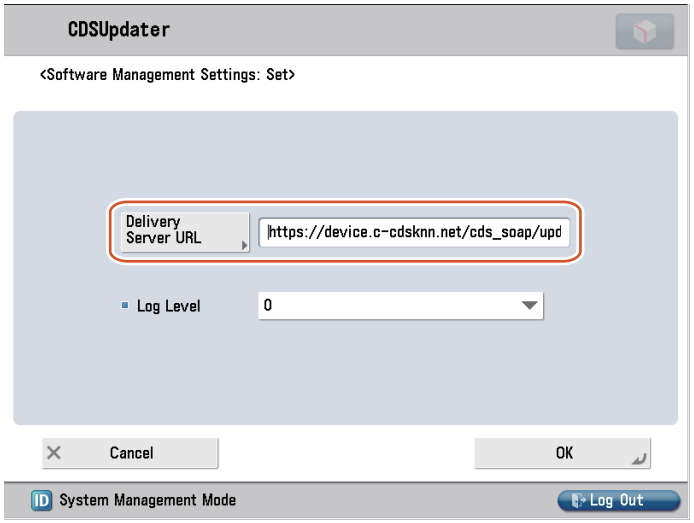
F-2-2

4. Press [Settings] button.



F-2-3

5. Ensure to enter “https://device.c-cdsknn.net/cds_soap/updaterif” in the field beside the [Delivery Server URL] button.
If the URL is not entered or a wrong URL is entered in the field, click [Delivery Server URL] button to show the virtual keypad. Check the URL and enter the correct one.



F-2-4

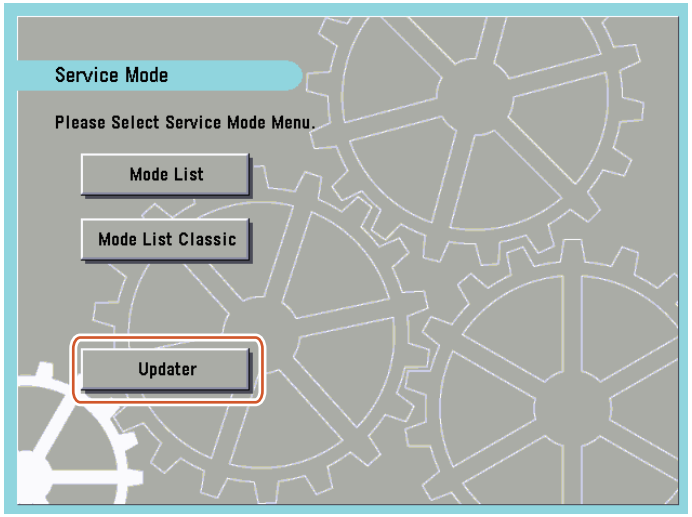
6. Press [OK] to set the entered items. Now the URL of the distribution server is successfully set.

Communication Test

This section describes how to check if the communication is normally done to the distribution server and/or the file server.

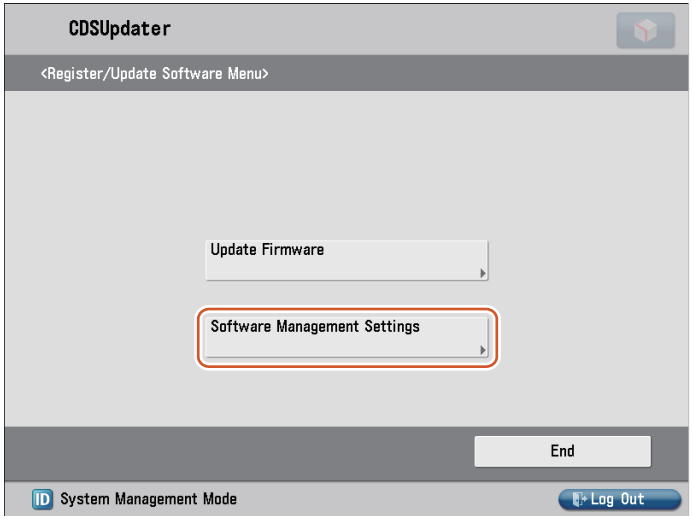
1. Start [Service Mode] at Level 1.
   1). Press [Setting/Registration (User Mode)] button on the control panel.
   2). Press [2] and [8] buttons at a time on the control panel.
   3). Press [Setting/Registration (User Mode)] button on the control panel.
   4). [Service Mode] screen is shown.

2. Press [Updater] button.



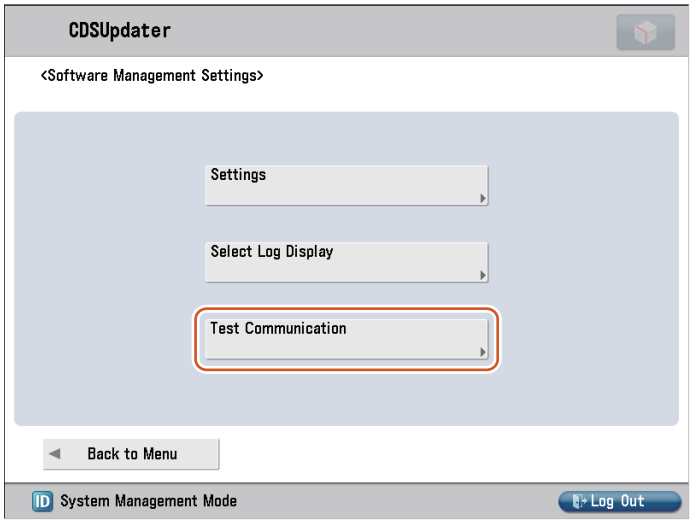
F-2-5

3. Press [Software Management Settings] button.



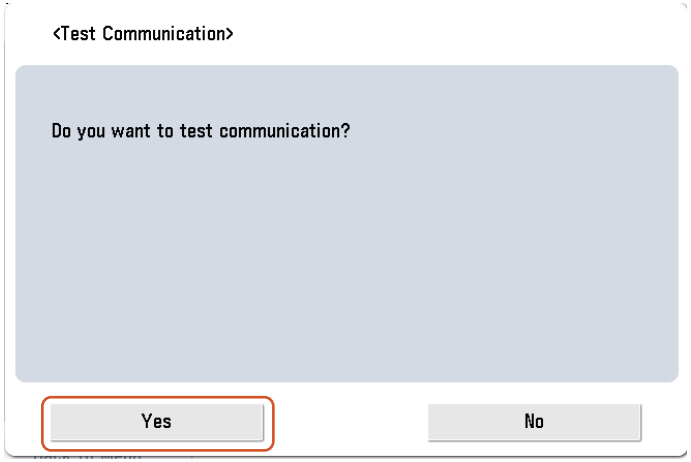
F-2-6

4. Press [Test Communication] button.



F-2-7

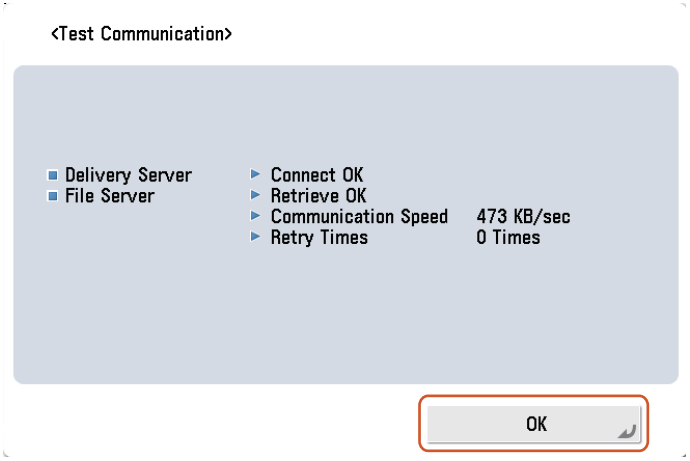
5. Press [Yes] button.



F-2-8

Obtain the download file information for communication test from the distribution server (to execute the communication test to the distribution server).
Using the download file information for communication test, the contents for test are downloaded from the file server (for the communication test to the file server).

6. Upon the communication test completed, the communication test result screen is shown. Press [OK] button to exit this operation.



F-2-9

Enabling UGW Link

When installing the firmware in the method of “UGW-linked Download and Update” or “UGW-linked Download”, the following should be set before actually using UGW link.

Service Technician	Setting of Device Service Mode (Level 1)	COPIER >OPTION >FNC-SW >CDS-UGW (0 -> 1)
	Setting of UGW WebPortal	In [Customer Management] screen, set [Do not distribute firmware] to [Distribute firmware].
Sales Company's HQ	Setting of Authorities on UGW WebPortal	See "Analysis>Firmware Distribution Information" to grant the appropriate authorities to each account.

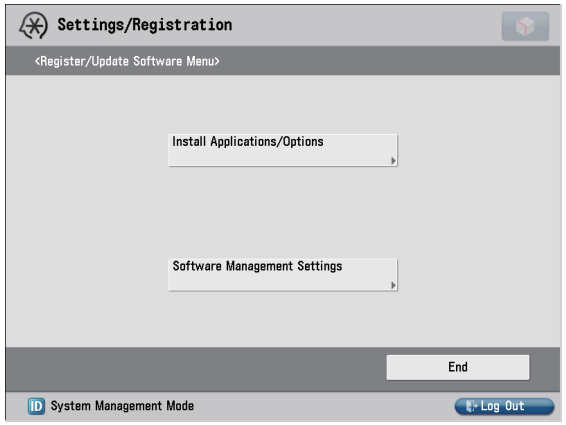
NOTE:
- See “imageWARE Remote Operator’s Manual / e-Maintenance Business Operation Manual“ for how to operate UGW WebPortal.
- [Distribute Firmware] should be set on [Customer Management] screen for staff in charge of setting for [Enter customer information] or [Command for firmware distribution] in order to allow them to select the desired device on [Firmware Distribution Information] screen.
- If [Distribute Firmware] is not shown on [Customer Management] screen of UGW WebPortal, appropriate authorities may not be set to each account in Firmware Distribution Information. Contact the Sales Company HQ concerned for confirmation.

Enabling [Update Firmware] Button of User Mode

To allow users to install firmware using Updater, the setting of firmware installation should be set to ON for users in advance.

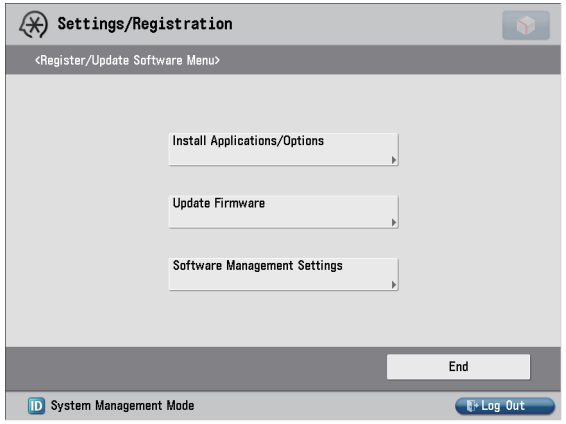
Service Technician	Setting of Device Service Mode (Level 1)	COPIER >OPTION >FNC-SW >CDS-FIRM (0 -> 1)

- User Mode screen for Updater when the setting is not enabled (CDS-FIRM(0)):



F-2-10

- User Mode screen for Updater when the setting is enabled (CDS-FIRM(1)):



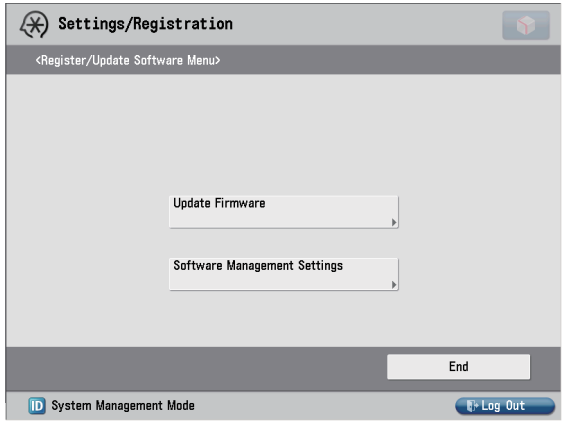
F-2-11

Enabling [Install Application/Options] Button of User Mode

To allow users to install applications using Updater, the setting of application installation should be set to ON for users in advance.

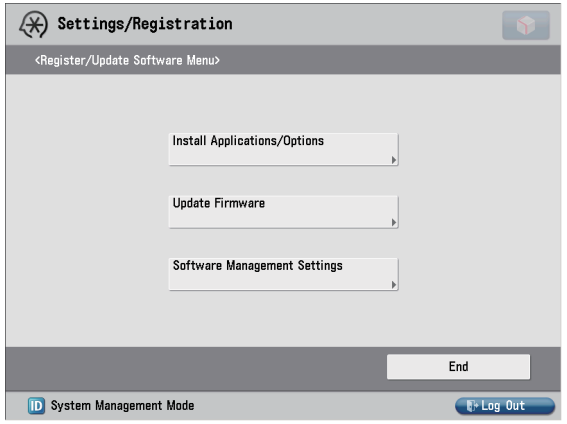
Service Technician	Setting of Device Service Mode (Level 1)	COPIER >OPTION >FNC-SW >CDS-MEAP (0 -> 1)

- User Mode screen of Updater when the setting is not enabled (CDS-MEAP(0)):



F-2-12

- User Mode screen of Updater when the setting is enabled (CDS-MEAP(1)):



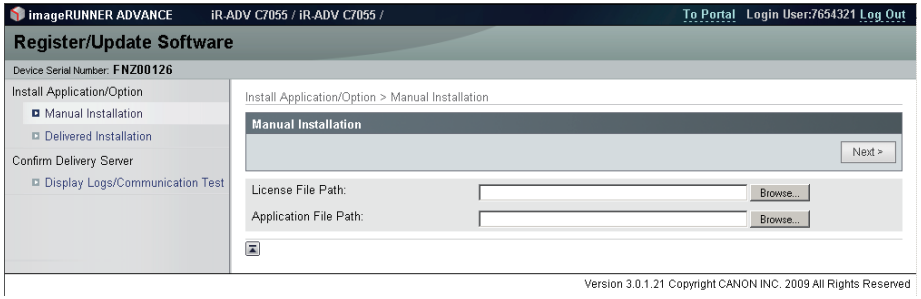
F-2-13

Enabling [Manual Update] Button of User Mode (Remote UI)

To allow users to install firmware from Updater using the file on Local PCs, the setting of firmware installation should be set to ON for users in advance.

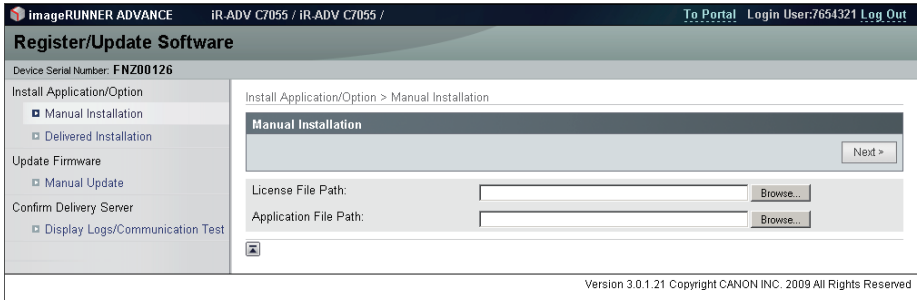
Service Technician	Setting of Device Service Mode (Level 1)	COPIER >OPTION >FNC-SW >LOCLFIRM (0 -> 1)

- Remote UI screen of Updater when the setting is not enabled (LOCLFIRM (0)):



F-2-14

- Remote UI screen of Updater when the setting is enabled (LOCLFIRM (1)):



F-2-15

Operations

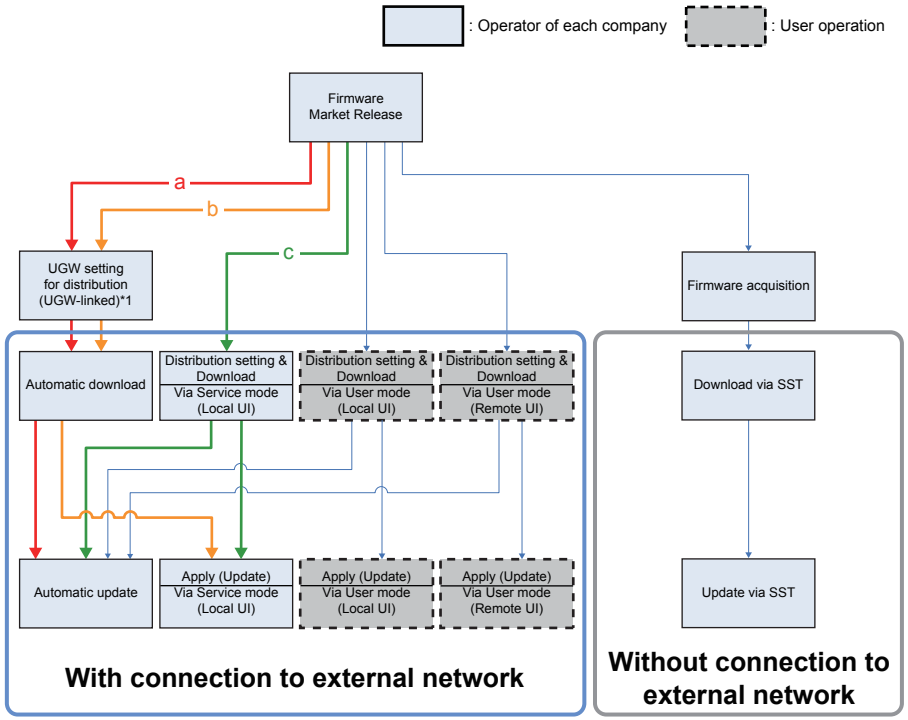
- Firmware Operations
- System Management Operations

Firmware Operations

Downloading and Updating Firmware

Among the 4 methods in which service technicians provide firmware install services, the following 3 methods are available using Updater functions.

a. UGW-linked Download and Update (Full-remote Update)
b. UGW-linked Download (Remote Distribution Update)
c. Manual Download and Update (On-site Update from Service Mode)


: Operator of each company
: User operation
Firmware Market Release
a
b
c
UGW setting for distribution (UGW-linked)*1
Firmware acquisition
Automatic download
Distribution setting & Download Via Service mode (Local UI)
Distribution setting & Download Via User mode (Local UI)
Distribution setting & Download Via User mode (Remote UI)
Download via SST
Automatic update
Apply (Update) Via Service mode (Local UI)
Apply (Update) Via User mode (Local UI)
Apply (Update) Via User mode (Remote UI)
Update via SST
With connection to external network
Without connection to external network

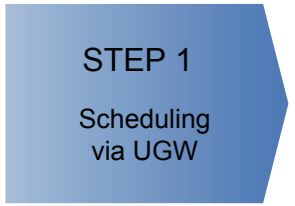
*1: Schedules for UGW-linked distribution are maintained on CDS.

F-3-1

NOTE:
- See User Manual of the device for how to connect the device to the external network.
- When needed, perform the communication test before actual download to check if the communication with the distribution server is normal.

a. UGW-linked Download and Update (Full-remote Update)

See the figure below for the operational flow of “UGW-linked Download and Update”.



F-3-2

STEP1: Scheduling via UGW

The firmware distribution schedule to the certain device should be set on UGW.
See “UGW-linked Download and Update” in chapter 5 of Operation Manual of Content Delivery System V1.0 for Firmware Distribution for details.

The device checks the schedule concerned every 12 hours on UGW. This allows the device to register the firmware distribution setting, enabling automatic firmware download and update.

⚠

[Devices without Wait for EOJ (end of job) Function]

- Firmware update will delete print jobs in the queue. Ensure to notify users of this before you start updating. It is recommended to perform firmware update during non-business hours.

[Devices with Wait for EOJ Function]

- Firmware update will not start before any of the following jobs remains in the queue.

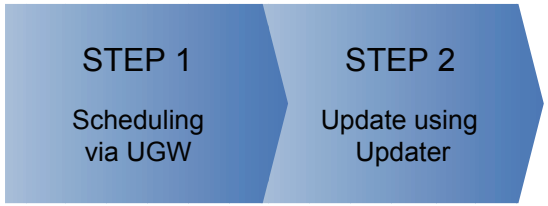
  -Print
  -Scan
  -Fax (except I-FAX; this function is enabled for I-FAX only during Print/Scan operation)

See Chapter 1 “Limitations and Cautions” of this manual for more detailed information.

NOTE:
To contacts registered for E-mail notification on UGW, the E-mail is sent from UGW upon completing firmware update.

b. UGW-linked Download (Remote Distribution Update)

See the figure below for the operational flow of “UGW-linked download”.



F-3-3

STEP 1: Scheduling via UGW

The firmware distribution schedule to the certain device should be set on UGW.

See “UGW-linked Download” in Operation Manual of CDS V1.0 (for Firmware Distribution) for details.

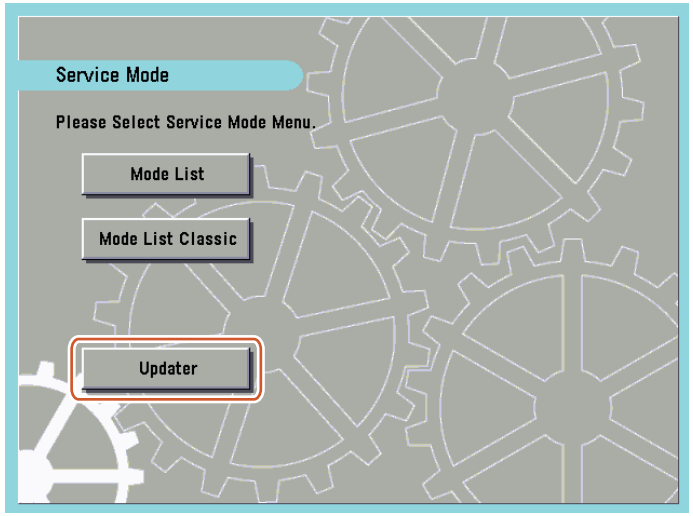
NOTE:
The firmware downloaded by scheduling via UGW can be checked/deleted from User mode, but cannot be updated.
If a user download the other firmware, the firmware downloaded with "UGW-linked Download" is overwritten.

STEP 2: Update using Updater

The firmware downloaded on the device can be updated using Updater functions.

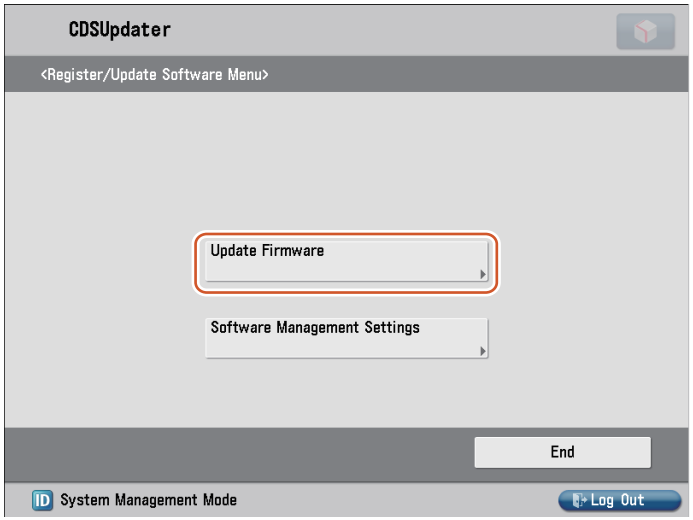
1. Start [Service Mode] at Level 1.
   1). Press [Setting/Registration (User mode)] button on the control panel.
   2). Press [2] and [8] buttons at a time on the control panel.
   3). Press [Setting/Registration (User mode)] button on the control panel.
   4). [Service Mode] screen is shown.

2. Press [Updater] button.



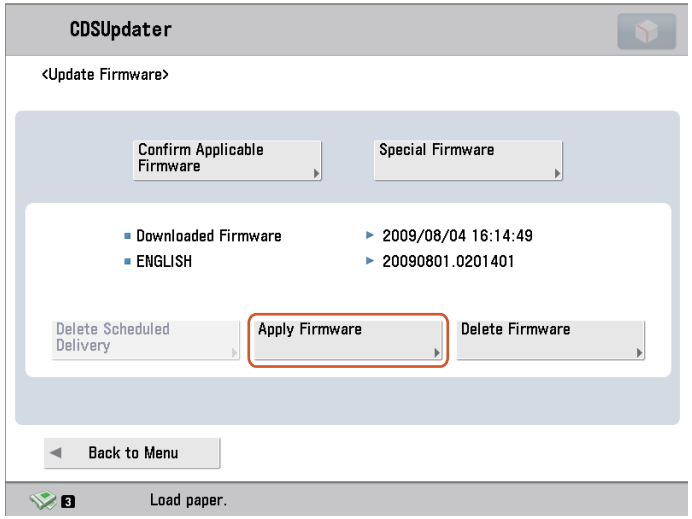
F-3-4

3. Press [Update Firmware] button.



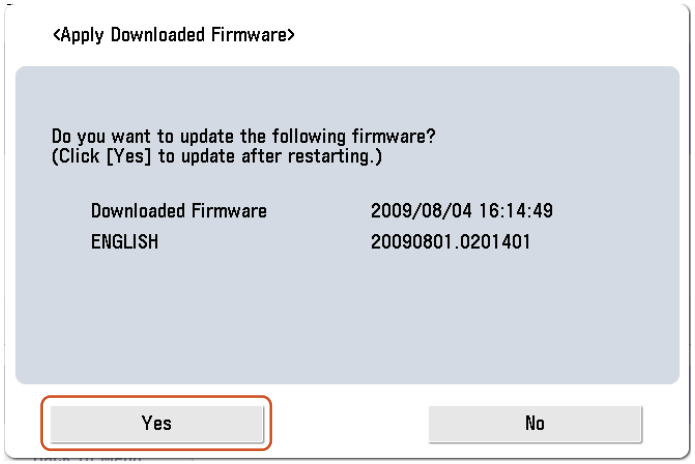
F-3-5

4. Press [Apply Firmware] button.



F-3-6

5. Confirm the downloaded firmware and press [Yes] button.



F-3-7

6. The firmware is applied to the device. The device is automatically restarted when the firmware is successfully applied.

7. When the device is restarted, confirm the version of the firmware.
   1). Press [Check Counter Key] button on the control panel.
   2). Press [Check Device Configuration] button.
   3). Confirm if the updated firmware version corresponds to [Controller Version].

Now the firmware is successfully updated in the method of “Manual Download and Update”.

⚠

[Devices without Wait for EOJ Function]

- Firmware update will delete print jobs in the queue. Ensure to notify users of this before you start updating. It is recommended to perform firmware update during non-business hours.

[Devices with Wait for EOJ Function]

- Firmware update will not be triggered when any of the following jobs remains in the queue.

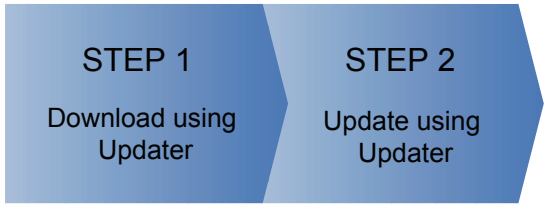
  -Print
  -Scan
  -Fax (except I-FAX; this function is enabled for I-FAX only during Print/Scan operation)

See Chapter 1 “Limitations and Cautions” of this manual for more detailed information.

NOTE:
To contacts registered for E-mail notification on UGW, the E-mail is sent from UGW upon completing firmware update.

c. Manual Download and Update (On-site Update from Service Mode)

The figure below shows the operational flow of “Manual Download and Update”.



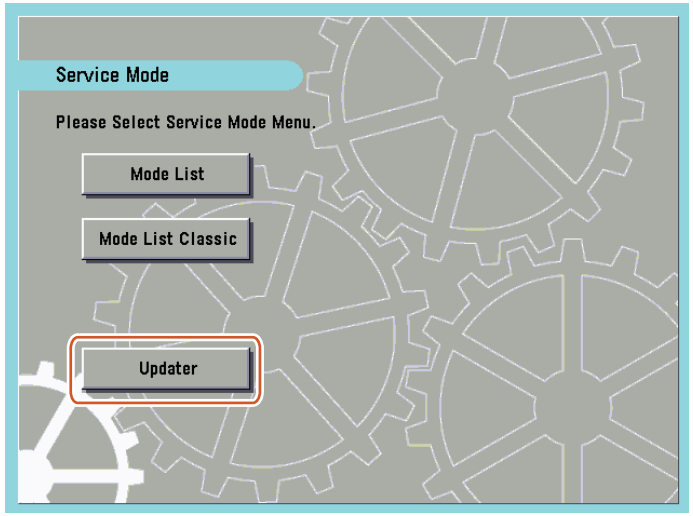
F-3-8

STEP 1: Download using Updater

The firmware can be downloaded from CDS to the device using Updater.

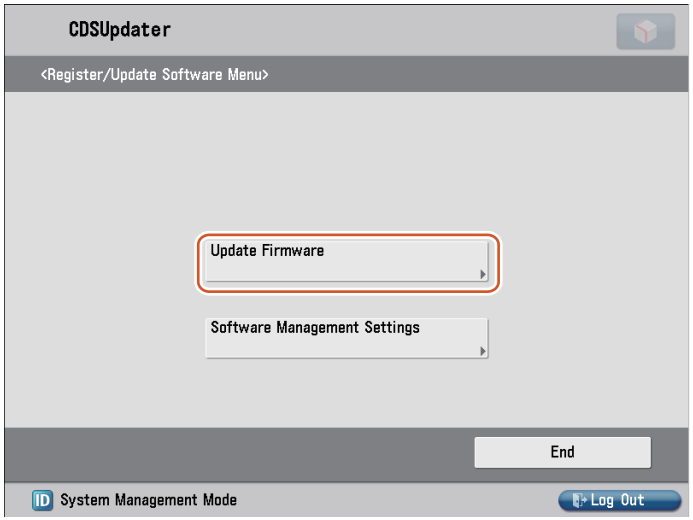
1. Start [Service Mode] at Level 1.
   1). Press [Setting/Registration (User mode)] button on the control panel.
   2). Press [2] and [8] buttons at a time on the control panel.
   3). Press [Setting/Registration (User mode)] on the control panel.
   4). [Service Mode] screen is shown.

2. Press [Updater] button.



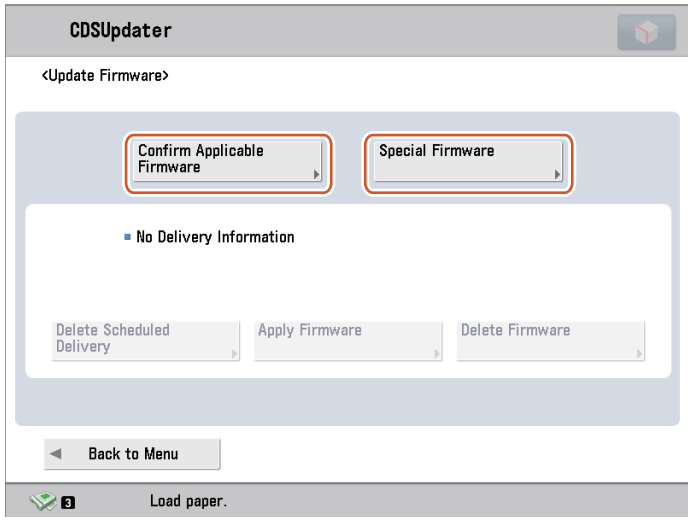
F-3-9

3. Press [Update Firmware] button.



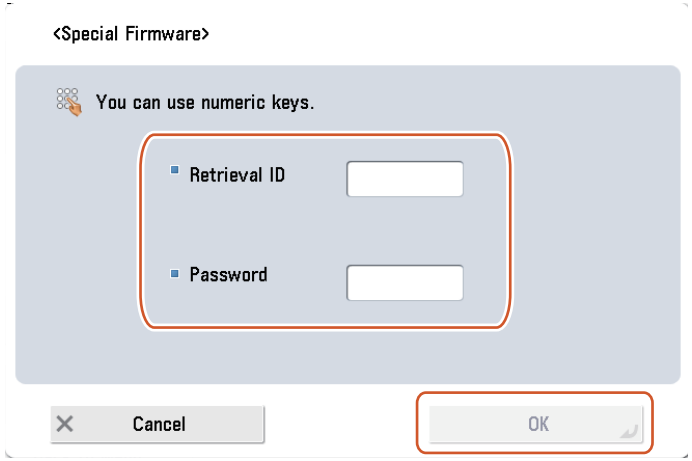
F-3-10

4. Confirm the firmware to be updated in either of the following 2 ways.
- To update to the official edition, press [Confirm Applicable Firmware] button and go to Step 6.
- To update to the individual response edition, press [Special Firmware] and go to Step 5.



F-3-11

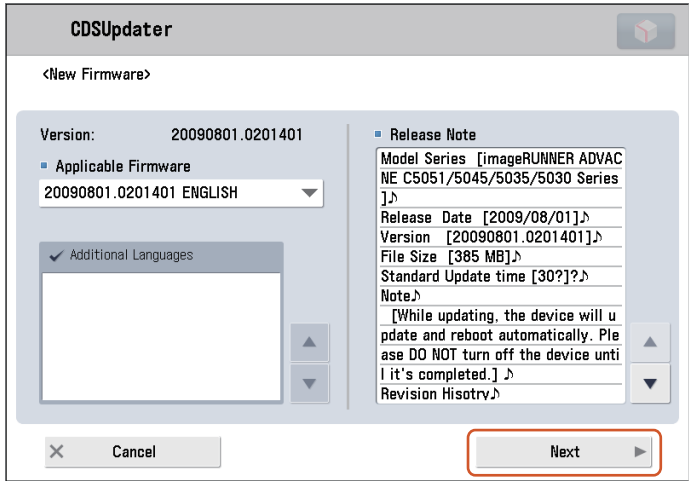
5. [Special Firmware] screen is shown as below. Enter the fields and press [OK] button.



F-3-12

- [Retrieval ID]:
  Enter numeric up to 8 characters.
- [Password]:
  Enter numeric up to 8 characters.

6. [New Firmware] screen is shown as below. Check the contents and press [Next] button.

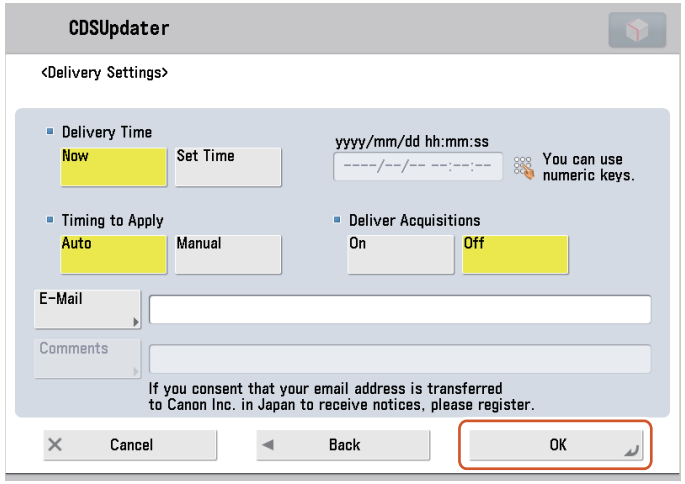


F-3-13

- [Version]:
  The current firmware version is shown.
- [Applicable Firmware]:
  Select the firmware applicable to the device from the dropdown list.
- [Additional Languages]:
  If there are any additional languages, they are displayed.
  Multiple selection is available, and it is necessary to select a language registered on the device.
- [Release Note]:
  If any release note is published, the contents are shown here.

NOTE:
To update to the individual response edition, the firmware corresponding to the ID and password that you input is displayed.in [Applicable Firmware]..

7. [Delivery Settings] screen is shown as below. Enter the fields and press [OK] button.



F-3-14

- [Delivery Time]:
  Press either [Now] or [Set Time] button.
  - [Now]:
    The firmware is downloaded immediately after distribution schedule is set.
  - [Set Time]:
    Be sure to specify the date (within 7 days) and time. The firmware is downloaded on the specified date and time.
    Enter the date and time using the numeric keypad in the format of “yyyy/mm/dd hh:mm:ss”
- [Timing to Apply]:
  Press either [Auto] or [Manual] button.
  - [Auto]:
    The firmware is applied automatically upon firmware downloaded.
  - [Manual]:
    The firmware is automatically downloaded. Go to [Apply Firmware] to set up for updating the downloaded firmware.
- [Deliver Acquisitions]:
  Press either [On] or [Off] button.
  - [On]:
    Only difference between the current and new firmware is downloaded.
  - [Off]:
    The firmware to be applied is wholly downloaded.
- [E-mail]:
  E-mails concerning update statuses are sent from the device to the contact registered here.
  Enter the E-mail address of the service technician in charge.
  Enter 1-byte alphanumeric or symbols up to 64 characters.
- [Comments]:
  Enter the comment in 1-byte alphanumeric or symbols up to 128 characters.
  Enter the comment to be automatically included in E-mail. Model Name in the comment will be helpful to identify the device relevant to the E-mail.

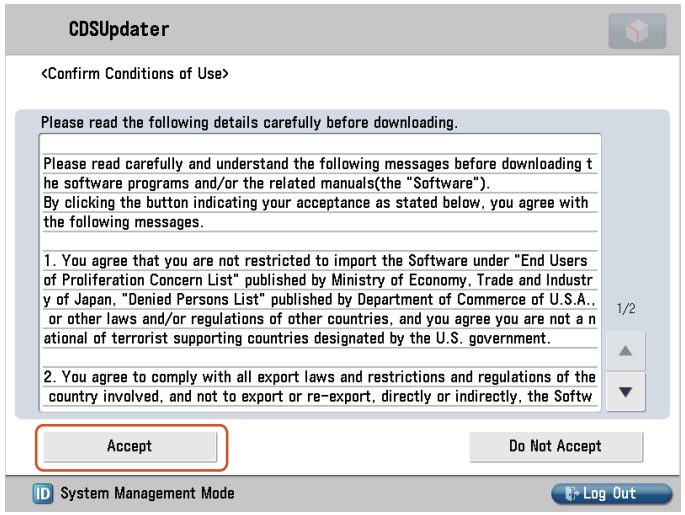
NOTE:
[Timing to Apply]
- For firmware versions with no remote update permission, [Auto] cannot be selected in [Timing to Apply]

[Deliver Acquisitions]
- For firmware versions with difference-only delivery disabled, only [OFF] can be selected in [Deliver Acquisitions].

[E-mail]
- To send E-mails to multiple destinations, each E-mail address should be delimited with comma (,) or semi-colon (;).
- For E-mail addresses entered in this field, a notification E-mail is sent at the following timing.

  -Distribution Set
  -Distribution Started
  -Distribution Finished
  -Update Started
  -Update Finished
  -Error Occurred

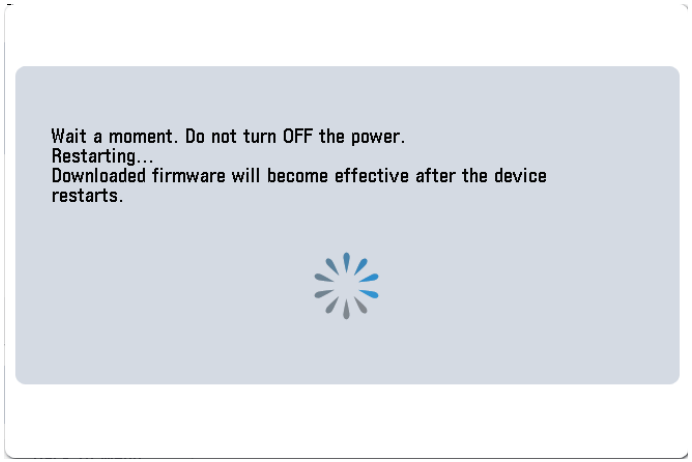
8. [Confirm Conditions of Use] screen is shown as below. Check the contents and press [Accept] button.


CDSUpdater
<Confirm Conditions of Use>
Please read the following details carefully before downloading.
Please read carefully and understand the following messages before downloading t he software programs and/or the related manuals(the "Software").
By clicking the button indicating your acceptance as stated below, you agree with the following messages.
1. You agree that you are not restricted to import the Software under "End Users of Proliferation Concern List" published by Ministry of Economy, Trade and Industr y of Japan, "Denied Persons List" published by Department of Commerce of U.S.A., or other laws and/or regulations of other countries, and you agree you are not a n ational of terrorist supporting countries designated by the U.S. government.
2. You agree to comply with all export laws and restrictions and regulations of the country involved, and not to export or re-export, directly or indirectly, the Softw
1/2
Accept
Do Not Accept
System Management Mode
Log Out

F-3-15

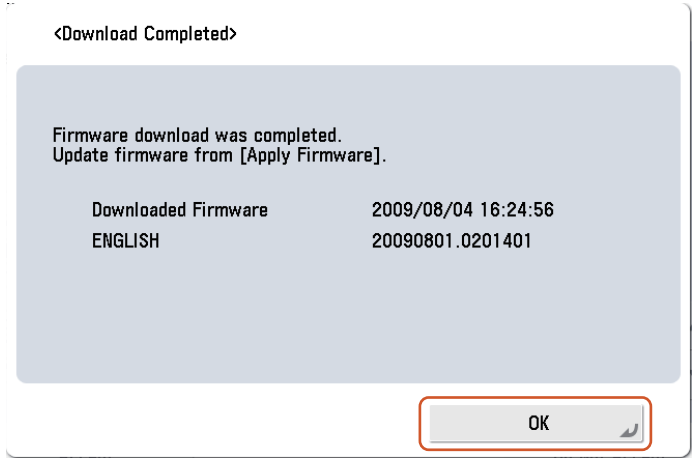
9. One of the screens below is shown according to the setting.

- When Distribution Time and Timing to Apply of Distribution Setting are set to [Now] and [Auto], respectively:
  Firmware is downloaded and updated automatically to the device. The device is automatically restarted upon update completed. Now STEP 1 is successfully completed.


Wait a moment. Do not turn OFF the power.
Restarting...
Downloaded firmware will become effective after the device restarts.

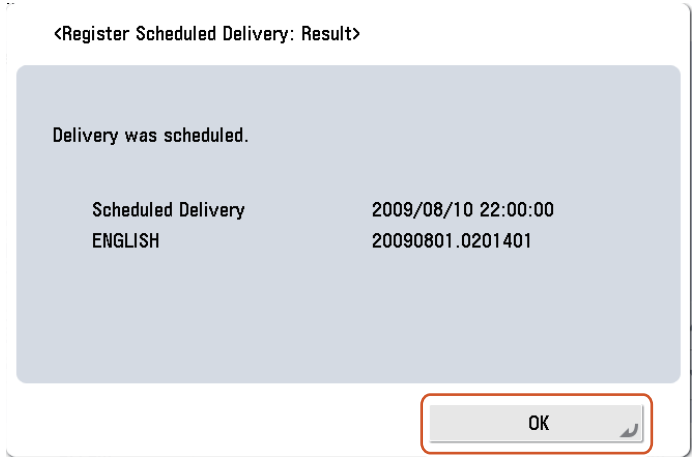
F-3-16

- When Distribution Time and Timing to Apply of Distribution Setting are set to [Now] and [Manual], respectively:
  Confirm the firmware and press [OK] button. Now STEP 1 is successfully completed.



F-3-17

- When Distribution Time is set to [Set Time] in Distribution Setting:
  Confirm the distribution schedule and press [OK] button. Now STEP 1 is successfully completed.



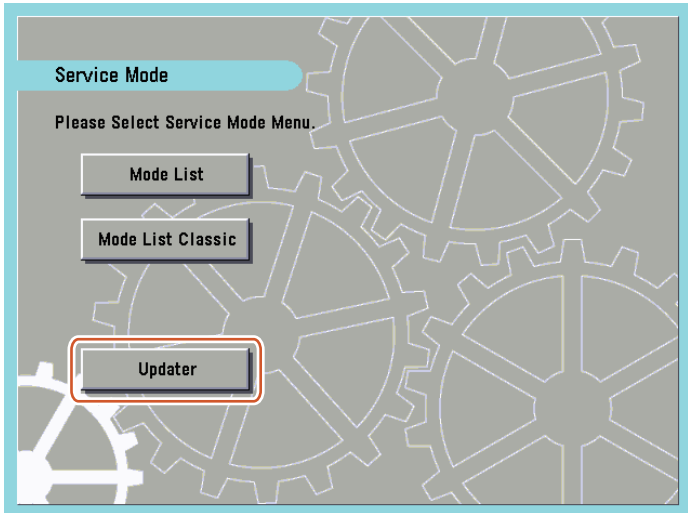
F-3-18

STEP 2: Update using Updater

The firmware downloaded to the device can be updated using Updater functions.
When Timing to Apply is set to [Auto] in Distribution Setting in STEP 1, the firmware is updated automatically. Only when Timing to Apply is set to [Manual], follow the steps below to update the firmware.

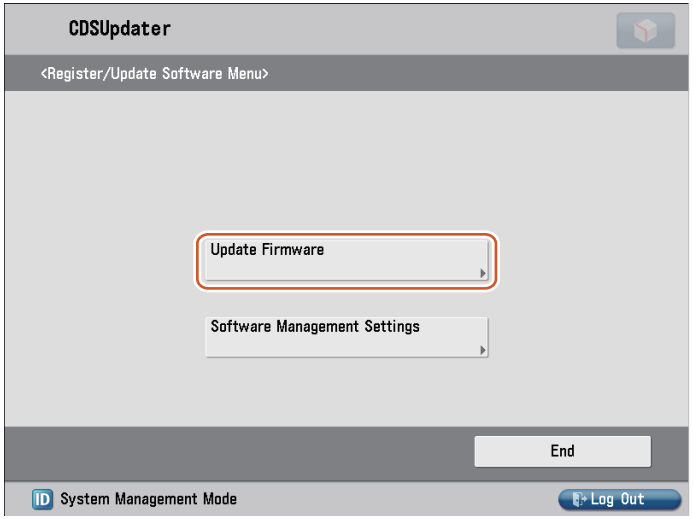
1. Start [Service Mode] at Level 1.
   1). Press [Setting/Registration (User mode)] button on the control panel.
   2). Press [2] and [8] buttons at a time on the control panel.
   3). Press [Setting/Registration (User mode)] button on the control panel.
   4). [Service Mode] screen is shown.

2. Press [Updater] button.



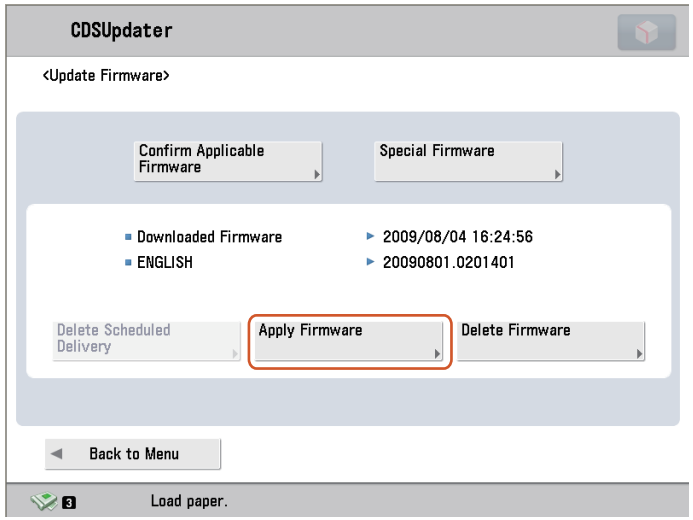
F-3-19

3. Press [Update Firmware] button.



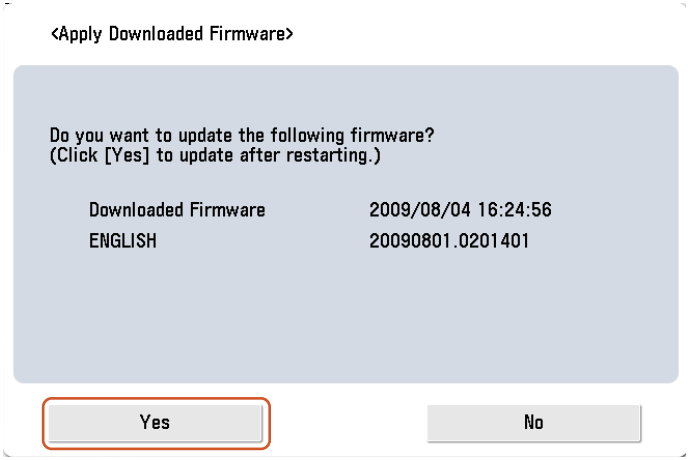
F-3-20

4. Press [Apply Firmware] button.



F-3-21

5. Confirm the downloaded firmware and press [Yes] button.



F-3-22

6. The firmware is applied to the device. The device is automatically restarted when the firmware is successfully applied.

7. When the device is restarted, confirm the version of the firmware.
   1). Press [Check Counter Key] button on the control panel.
   2). Press [Check Device Configuration] button.
   3). Confirm if the updated firmware version corresponds to [Controller Version].

Now the firmware is successfully updated in the method of “Manual Download and Update”.

⚠

[Devices without Wait for EOJ Function]

- Firmware Update will delete all print jobs in the queue. It is recommended to update firmware during non-business hours with no print jobs.

[Devices with Wait for EOJ Function]

- Firmware update will not be triggered when any of the following jobs remains in the queue.

  -Print
  -Scan
  -Fax (except I-FAX; this function is enabled for I-FAX only during Print/Scan operation)

See Chapter 1 “Limitations and Cautions” of this manual for more detailed information.

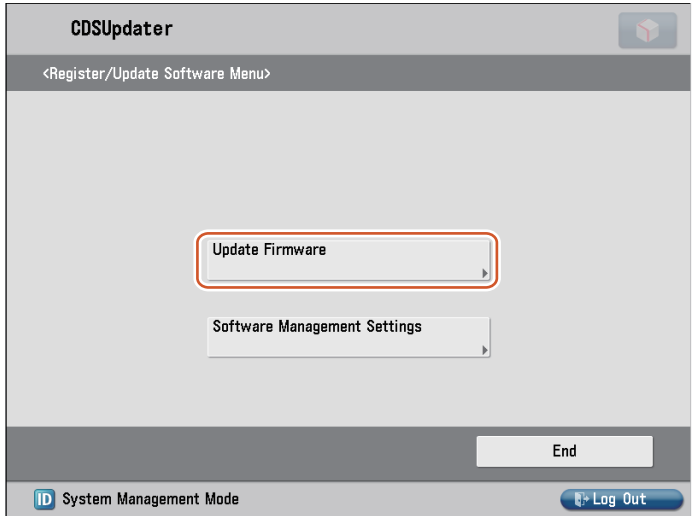
Deleting Firmware Distribution Schedule

This section describes how to delete firmware distribution schedule set by Updater.

1. Start [Service Mode] at Level 1.
   1). Press [Setting/Registration (User Mode)] button on the control panel.
   2). Press [2] and [8] button at a time on the control panel.
   3). Press [Setting/Registration (User Mode)] button on the control panel.
   4). [Service Mode] screen is shown.

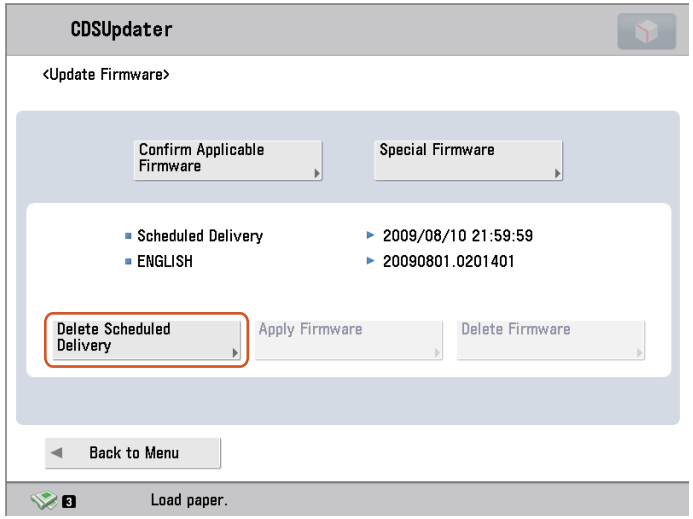
2. Press [Updater] button.

3. Press [Update Firmware] button.



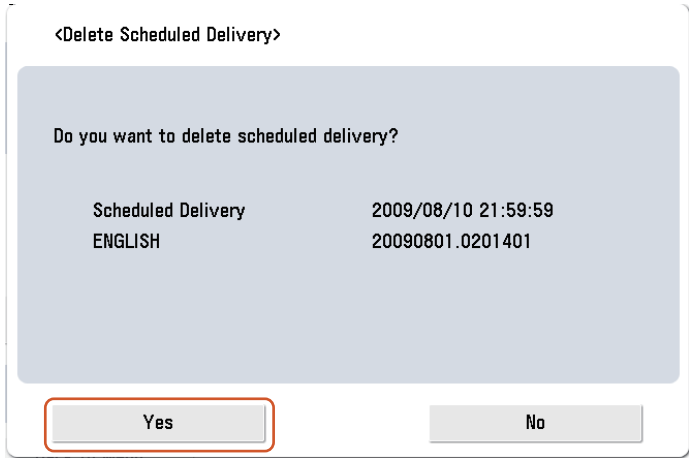
F-3-23

4. Press [Delete Scheduled Delivery] button.



F-3-24

5. Confirm the contents of the distribution schedule and press [Yes] button.



F-3-25

6. Confirm the result of deletion shown on the screen and press [OK] button. Now the firmware distribution schedule is successfully deleted.

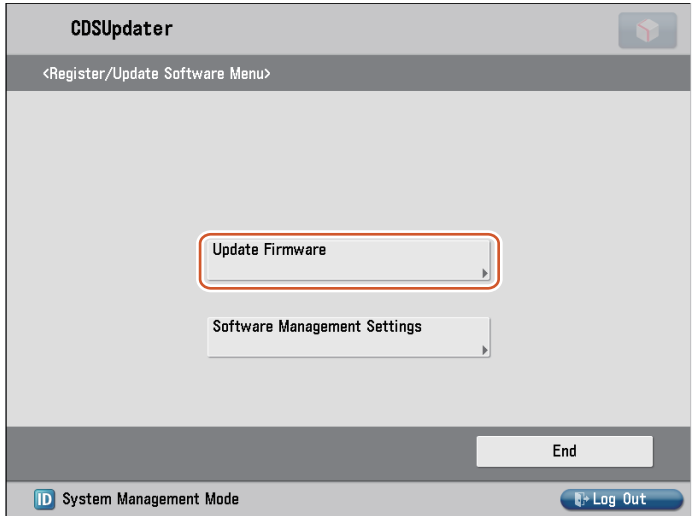
Updating Downloaded Firmware (Applying Firmware)

This section describes how to update the downloaded firmware.

1. Start [Service Mode] at Level 1.
   1). Press [Setting/Registration (User mode)] button on the control panel.
   2). Press [2] and [8] buttons at a time on the control panel.
   3). Press [Setting/Registration (User mode)] button on the control panel.
   4). [Service Mode] screen is shown.

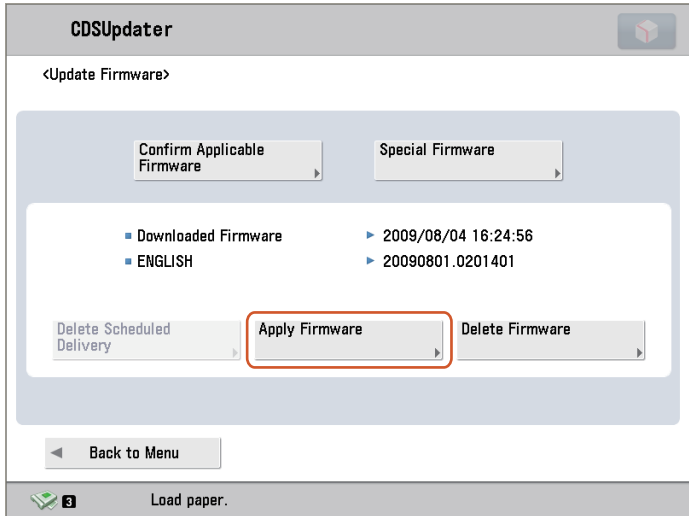
2. Press [Updater] button.

3. Press [Update Firmware] button.



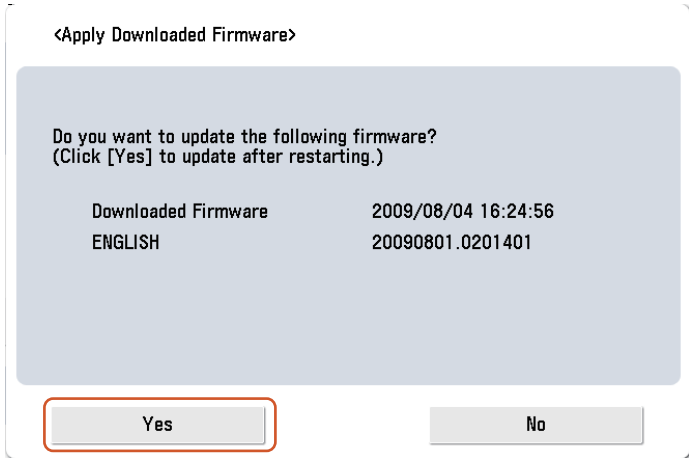
F-3-26

4. Press [Apply Firmware] button.



F-3-27

5. Confirm the downloaded firmware and press [Yes] button.



F-3-28

6. The firmware is applied to the device. The device is automatically restarted when the firmware is successfully applied.

7. When the device is restarted, confirm the version of the firmware.
   1). Press [Check Counter Key] button on the control panel.
   2). Press [Check Device Configuration] button.
   3). Confirm if the updated firmware version corresponds to [Controller Version].

Now the firmware is successfully updated in the method.

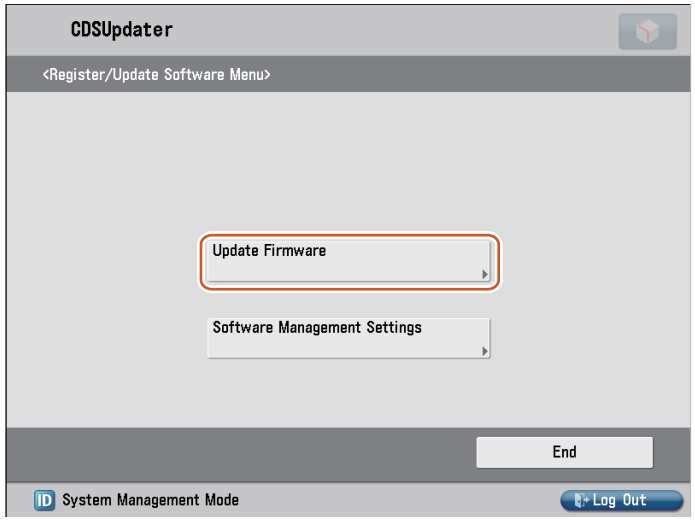
Deleting Downloaded Firmware

This section describes how to delete the downloaded firmware using Updater.

1. Start [Service Mode] at Level 1.
   1). Press [Setting/Registration (User Mode)] button on the control panel.
   2). Press [2] and [8] button at a time on the control panel.
   3). Press [Setting/Registration (User Mode)] button on the control panel.
   4). [Service Mode] screen is shown.

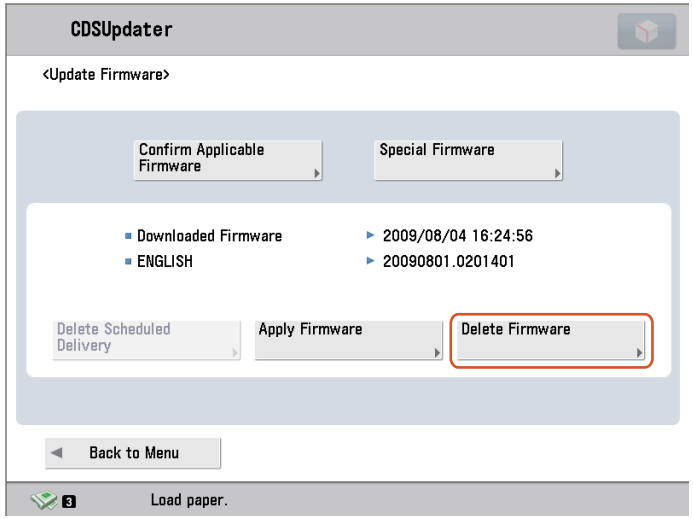
2. Press [Updater] button.

3. Press [Update Firmware] button.



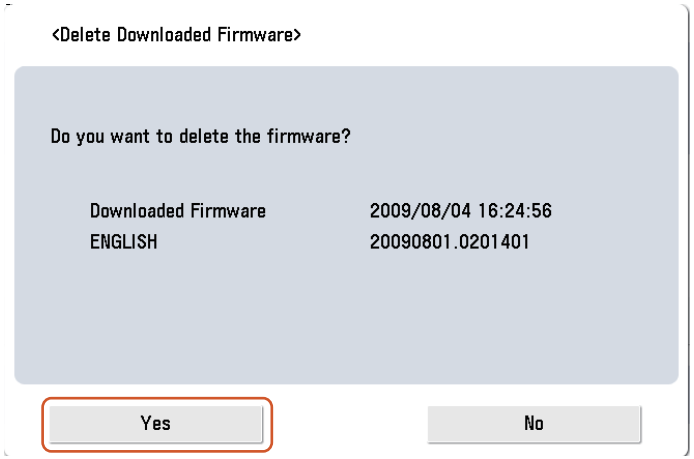
F-3-29

4. Press [Delete Firmware] button.



F-3-30

5. Confirm the downloaded firmware to be deleted and press [Yes] button.



F-3-31

6. Confirm the result of deletion and press [OK] button. Now the downloaded firmware is successfully deleted.

System Management Operations

Various Setting

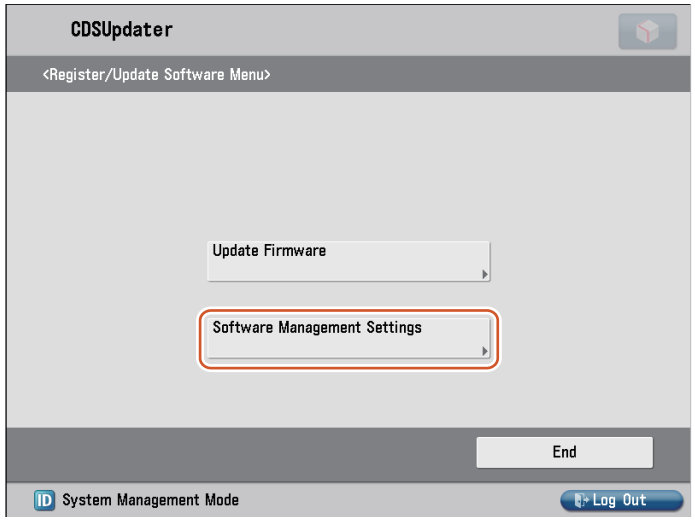
■ Setting URL of Distribution Server

This section describes how to set URL of the distribution server.

1. Start [Service Mode] at Level 1.
   1). Press [Setting/Registration (User Mode)] button on the control panel.
   2). Press [2] and [8] buttons at a time on the control panel.
   3). Press [Setting/Registration (User Mode)] button on the control panel.
   4). [Service Mode] screen is shown.

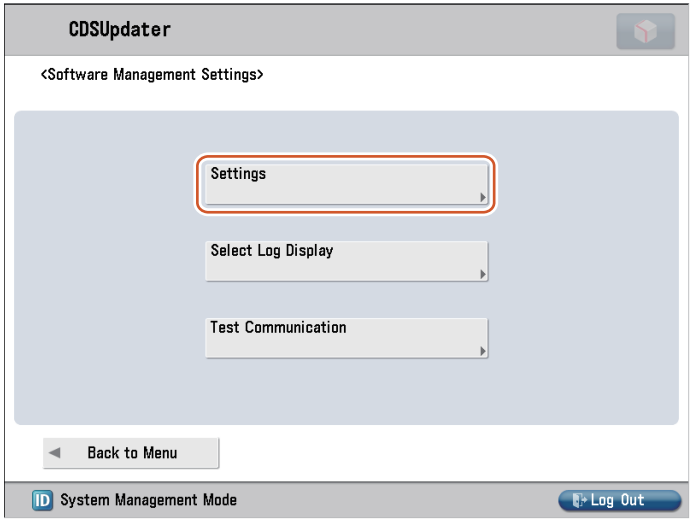
2. Press [Updater] button.

3. Press [Software Management Settings] button.



F-3-32

4. Press [Settings] button.



F-3-33

5. Press [Delivery Server URL] to show the virtual keypad. Enter the URL.

F-3-34

- [Delivery Server URL]:
  Enter the "https://device.c-cdsknn.net/cds_soap/updaterif"

6. Press [OK] to set the entered items. Now the URL of the distribution server is successfully set.

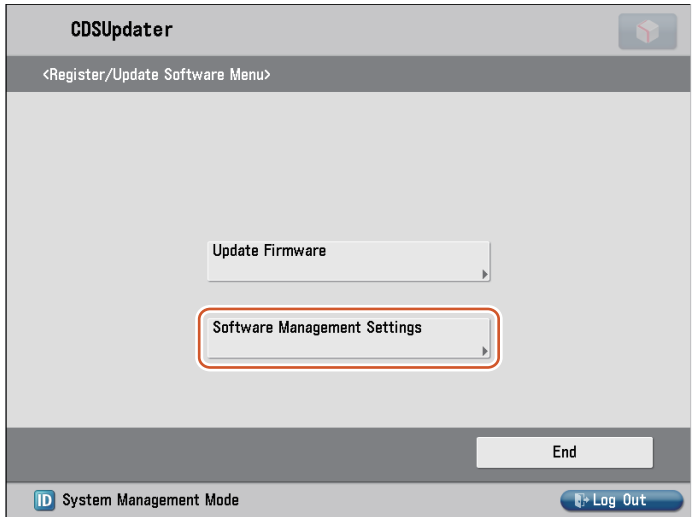
Setting Log Level

This section describes how to set system log levels.

1. Start [Service Mode] at Level 1.
   1). Press [Setting/Registration (User Mode)] button on the control panel.
   2). Press [2] and [8] buttons at a time on the control panel.
   3). Press [Setting/Registration (User Mode)] button on the control panel.
   4). [Service Mode] screen is shown.

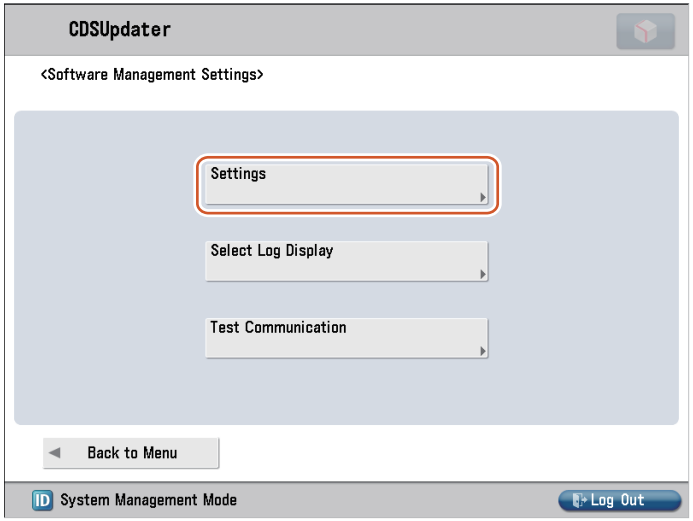
2. Press [Updater] button.

3. Press [Software Management Settings] button.



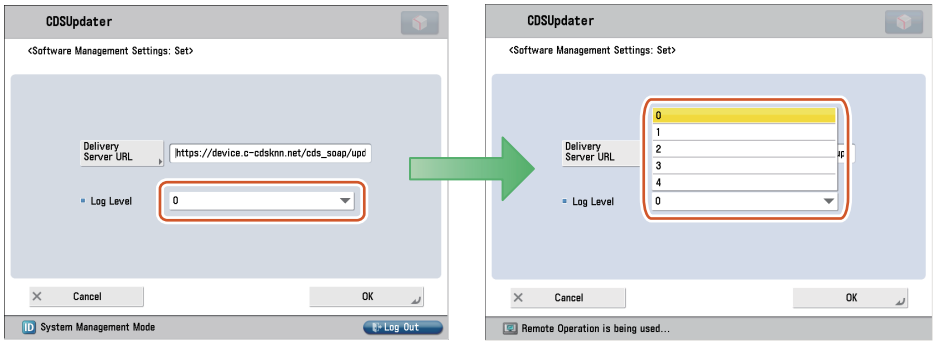
F-3-35

4. Press [Settings] button.



F-3-36

5. Select a log level from [Log Level] dropdown list.



F-3-37

- [Log Level]:
  Select one of 5 levels ranging from [0] to [4].
  See the table below for logs output in each level.

Log Level	Log Output				
	Trace	Information	Important Message	Ordinary Error	System Error
0	-	-	-	-	Yes
1	-	-	-	Yes	Yes
2	-	-	Yes	Yes	Yes
3	-	Yes	Yes	Yes	Yes
4	Yes	Yes	Yes	Yes	Yes

T-3-1

NOTE:
This list shows the contents of the Log Output.

Log Output	Description
Trace	Detailed logs for debug
Information	Logs related to operations done on the system
Important Message	Update logs output by firmware type Installation logs by MEAP application Logs related to enabled functions by system option
Ordinary Error	Logs for ordinary errors
System Error	Logs for internal system errors

6. Press [OK] button to set the selected log level. Now the log level is successfully set.

Displaying Logs

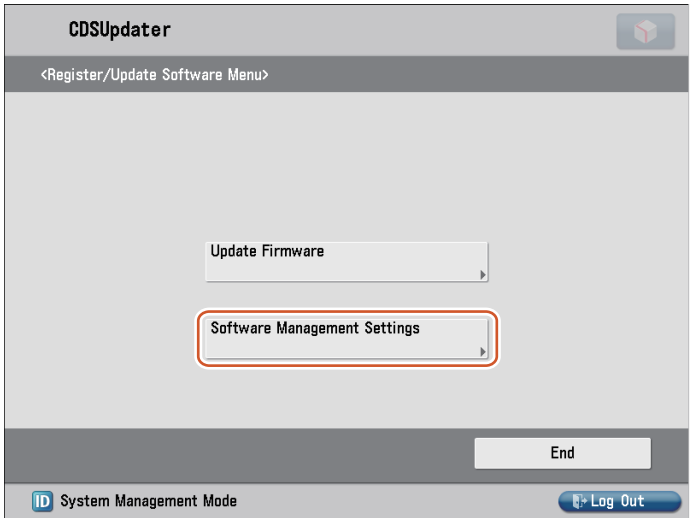
Update Logs

This section describes how to confirm System Option/MEAP Application Installation Logs and Firmware Update Logs.

1. Start [Service Mode] at Level 1.
   1). Press [Setting/Registration (User Mode)] button on the control panel.
   2). Press [2] and [8] buttons at a time on the control panel.
   3). Press [Setting/Registration (User Mode)] button on the control panel.
   4). [Service Mode] screen is shown.

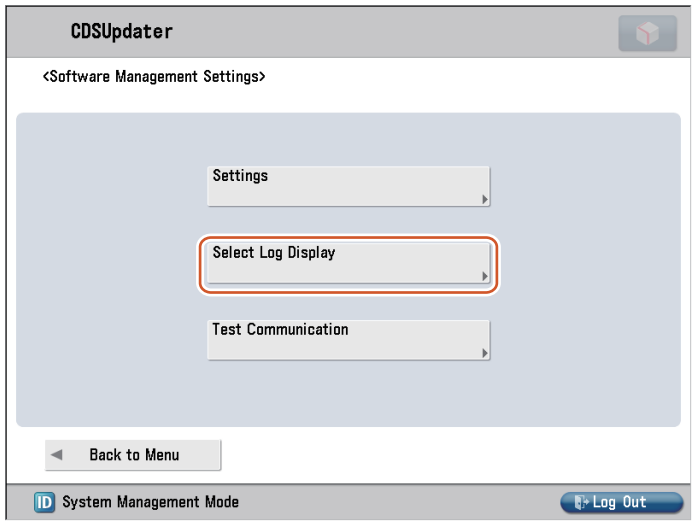
2. Press [Updater] button.

3. Press [Software Management Settings] button.



F-3-38

4. Press [Select Log Display] button.

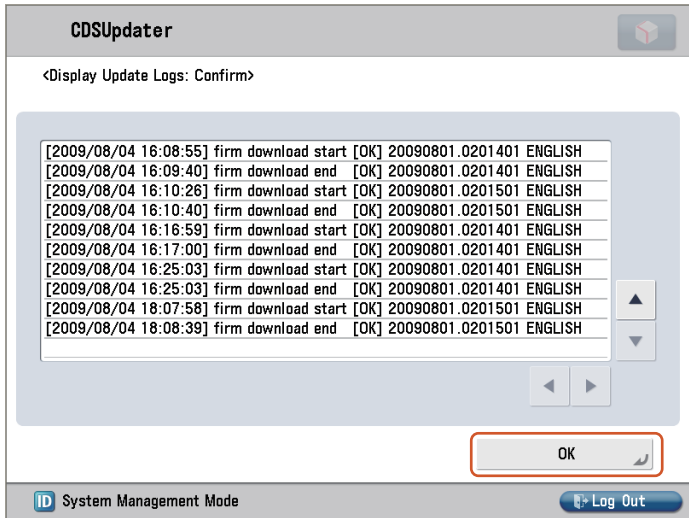


F-3-39

5. Press [Display Update Logs] button.

F-3-40

6. System Option/MEAP Application Installation Logs and Firmware Update Logs are shown. Press [OK] button to exit this operation.



F-3-41

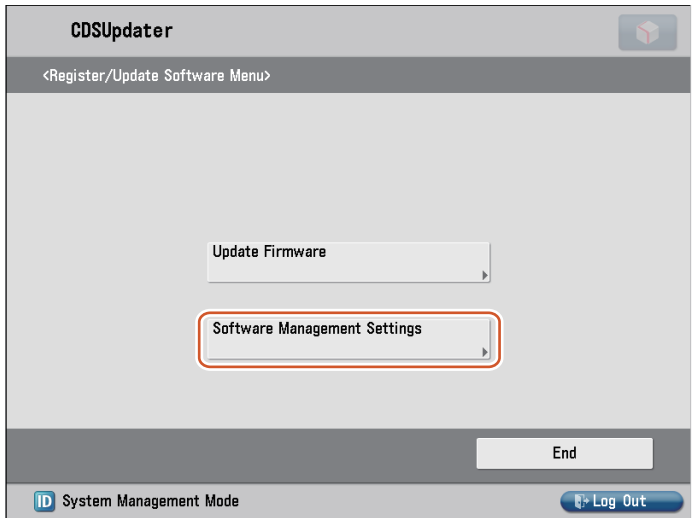
System Logs

This section describes how to confirm System Logs.

1. Start [Service Mode] at Level 1.
   1). Press [Setting/Registration (User Mode)] button on the control panel.
   2). Press [2] and [8] buttons at a time on the control panel.
   3). Press [Setting/Registration (User Mode)] button on the control panel.
   4). [Service Mode] screen is shown.

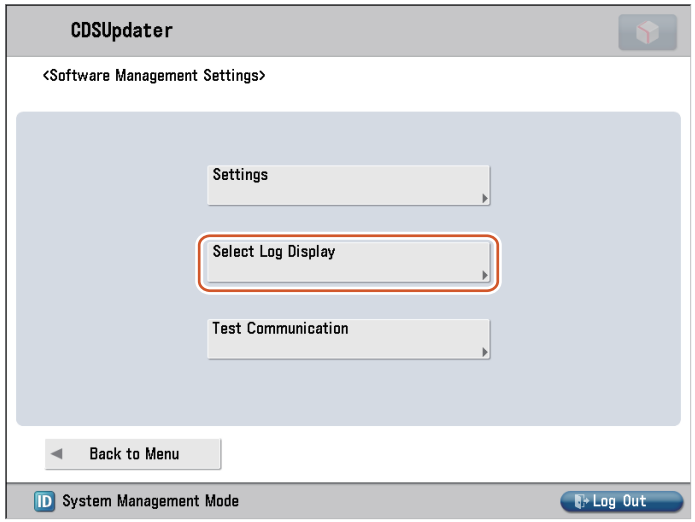
2. Press [Updater] button.

3. Press [Software Management Settings] button.



F-3-42

4. Press [Select Log Display] button.

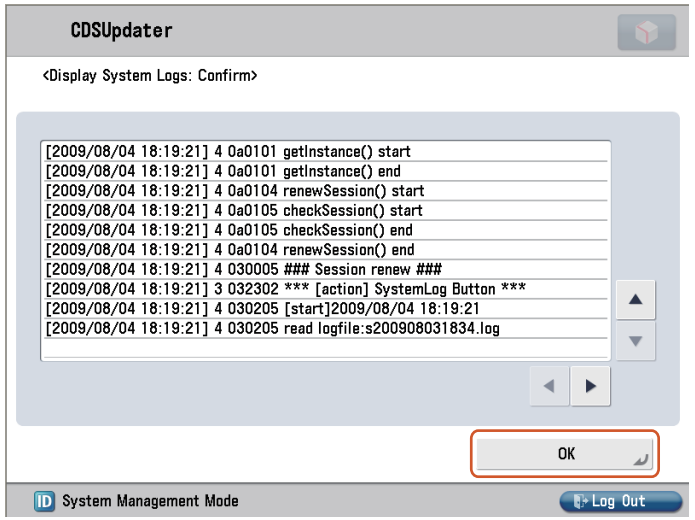


F-3-43

5. Press [Display System Logs] button.

F-3-44

6. Updater internal logs are displayed.
Press [OK] button to exit this operation.



F-3-45

NOTE:
See Chapter6 "Debug Logs" for how to obtain System Log.

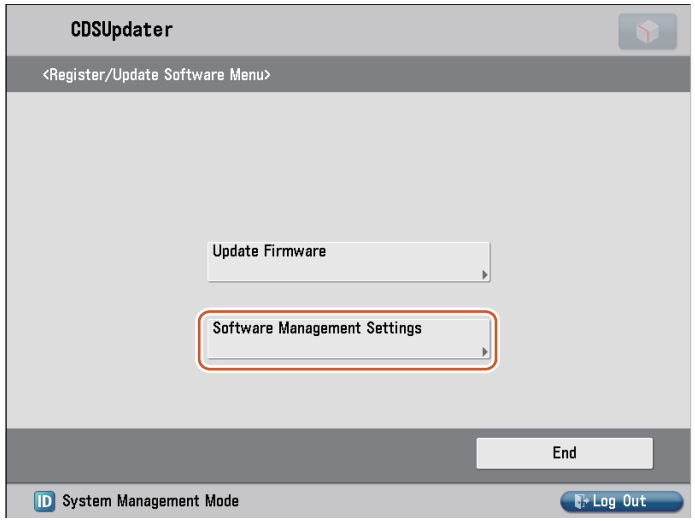
Communication Test

This section describes how to check if the communication is normally done to the distribution server and/or the file server.

1. Start [Service Mode] at Level 1.
   1). Press [Setting/Registration (User Mode)] button on the control panel.
   2). Press [2] and [8] buttons at a time on the control panel.
   3). Press [Setting/Registration (User Mode)] button on the control panel.
   4). [Service Mode] screen is shown.

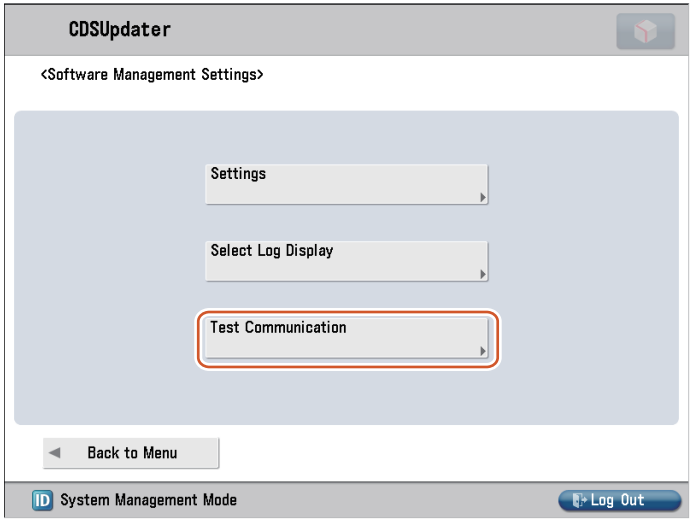
2. Press [Updater] button.

3. Press [Software Management Settings] button.



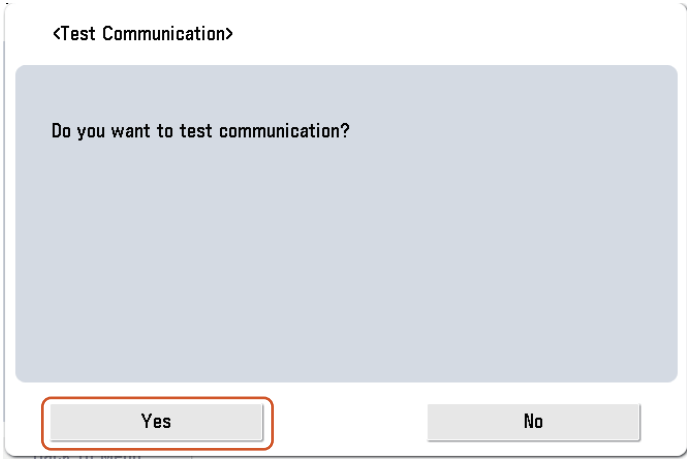
F-3-46

4. Press [Test Communication] button.



F-3-47

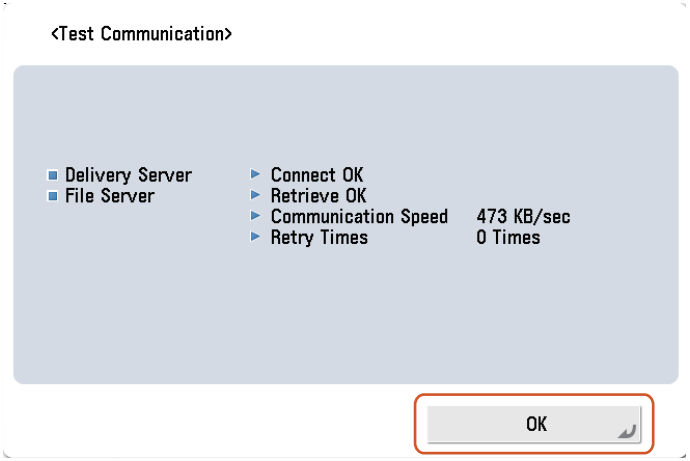
5. Press [Yes] button.



F-3-48

Obtain the download file information for communication test from the distribution server (to execute the communication test to the distribution server).
Using the download file information for communication test, the contents for test are downloaded from the file server (for the communication test to the file server).

6. Upon the communication test completed, the communication test result screen is shown.
   Press [OK] button to exit this operation.



F-3-49

Maintenance

- Upgrading Updater
- Formatting Hard Disk
- How to Replace Controller Boards
- How to Replace Devices

Upgrading Updater

The firmware installed in the device should be also upgraded when upgrading Updater. See “Downloading and Updating Firmware” in chapter 3 of this manual for how to update firmware. The setting information and logs (update logs/system logs) are inherited in the upgraded version.

Formatting Hard Disk

Since Updater is a MEAP application, its contents can be temporarily saved in the MEAP application storage area on PC via SST during formatting or replacing HDD. See MEAP Service Manual for further information.
The settings initialized in format or replacement should be restored. See “Preparation” in chapter 2 of this manual for details.

NOTE:
When formatting or replacing HDD, distribution schedule, downloaded firmware (not updated yet) and logs (update/system logs) will be deleted.

How to Replace Controller Boards

The steps are different depending on which of 2 controller boards are to be replaced.

- Main Controller Board PCB 1
  No steps follow.

- Main Controller Board PCB 2 (including SRAM)
  The network and service mode setting should be set again after initialization. See “Preparation” in chapter 2 of this manual for details.

How to Replace Devices

All settings should be set again because no data are inherited. See “Preparation” in chapter 2 of this manual for details.

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FAQ

- FAQ on Installing Firmware
- FAQ on Installing MEAP Application/System Option
- FAQ on General Matters of Updater

FAQ on Installing Firmware

No.1

Q: Is it also possible to downgrade firmware with using CDS?

A: Firmware can be downgraded in some methods shown in the table below.
If download and update are performed consecutively, firmware can't be downgraded.

Distribution Method	Downgrade Possibility
UGW-linked Download and Update	No
UGW-linked Download	Yes
Manual Download and Update(Timing to Apply : Manual)	Yes
Manual Download and Update(Timing to Apply : Automatic)	No

T-5-1

No.2

Q: When installing firmware, does it take less time in "manual download and update" compared to "update via SST"?

A: It depends on the number of devices to update firmware.
When updating the firmware on a device, it takes more time in "manual download and update" compared to "update via SST" (It depend on network environment.).
As for the time to update firmware to multiple devices, "manual download and update" takes less time compared to "update via SST" because updating the firmware to multiple devices can be executed simultaneously.

No.3

Q: How can we confirm that the firmware is properly updated after "UGW-linked download and update" done?

A: You can confirm this in E-mail or the Device List on UGW-linked screen.
E-mail to notify firmware update will be sent from CDS server to the addresses set as destinations at the time of distribution setting to notify update completion.
On UGW-linked screen, search the device of your interest on [Select Device] screen to find the distribution status per device as shown in the search result.

No.4

Q: In the course of "UGW-linked download", what will happen if the user downloads the firmware before the service technician update the firmware downloaded with "UGW-linked download" before?

A: The previously downloaded firmware in the method of "UGW-linked download" will be overridden by the subsequently downloaded one.
This is because only one downloaded firmware can be held on the device.
The firmware downloaded in the method of "Service mode-linked download" and "UGW-linked download" can be checked/deleted from User mode, but cannot be updated, so it cannot be updated by the user unnoticed by the service technician.

No.5

Q: What happens if the user registers another distribution schedule when the distribution schedule has been set in "manual download and update"?

A: The distribution schedule subsequently registered by the user will override the existing schedule. This is because only one distribution schedule can be held. Any existing distribution schedule is deleted and the newly registered distribution schedule is made valid.

No.6

Q: How is an individual response edition of firmware distributed?

A: Any individual response edition of firmware can be installed in all the methods provided by service technicians. Before installing the individual response edition, ensure to obtain the ID and password separately.

No.7

Q: If the device is down during firmware update, can the device be started using the older firmware version?

A: No, it is impossible to start the device using older versions. If this occurs, the service technician in charge should reinstall the firmware via SST. See "Troubleshooting on Firmware Installation" in chapter 6 of this manual for details.

No.8

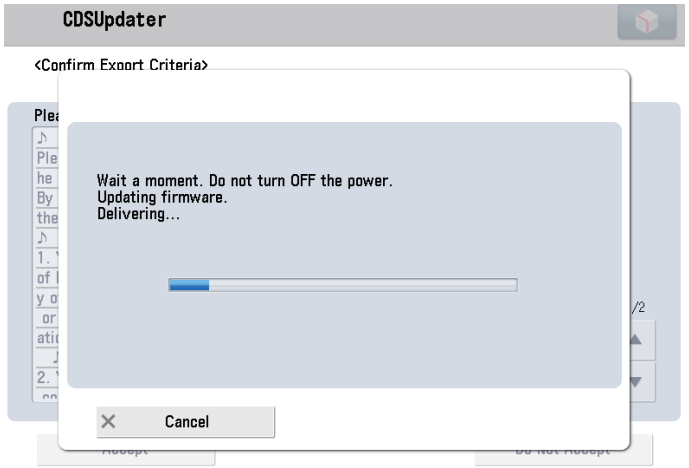
Q: If the device is down during firmware download, is it possible to download the firmware again?

A: Firmware cannot be downloaded again automatically. Instead, the error is notified in E-mail.
The user should register the firmware distribution schedule again accordingly.

No.9

Q: Can we cancel the operation during firmware download?

A: Yes. [Cancel] button is shown.



F-5-1

No.10

Q: E-mail is sent to users to notify update completion. Can service technicians also receive such a notification?

A: Yes. The notification E-mail is also set for the service technician in charge if the user enters his/her E-mail address at the time of firmware distribution setting.
Multiple E-mail addresses can be entered in the field.Delimit each E-mail address with “,” (comma) or “;” (semicolon) when you enter multiple E-mail addresses in the field.

No.11

Q: How long does the firmware update take?

A: Approx. 30 min. However, this does not include the download time. Download time relies on the network environment.

FAQ on Installing MEAP Application/System Option

No.1

Q: What happens if a MEAP application is installed in the system with insufficient HDD free space?

A: An error message is shown. Upon starting installation, the MEAP application checks the required space against free space to judge installation availability.

No.2

Q: Can we cancel the operation during installation of MEAP application?

A: Yes: [Cancel] button is shown.

No.3

Q: Is the device automatically restarted after the system option is enabled?

A: The device is not automatically restarted. Users should restart the device manually.

FAQ on General Matters of Updater

No.1

Q: What preparation is needed in each installation method?

A: See the table below for preparation required in each installation method.

- For updating firmware

Installation Method	Setting Sales Company's HQ	Network Settings	Enabling UGW Link	Enabling [Update Firmware] Button of User Mode	Enabling [Manual Update] Button of User Mode (Remote UI)
UGW-linked Download and Update	Yes	Yes	Yes	-	-
UGW-linked Download	Yes	Yes	Yes	-	-
Manual Download and Update	Yes	Yes	-	-	-
Manual Download and Update via Local UI	Yes	Yes	-	Yes	-
Manual Download and Update via Remote UI	Yes	Yes	-	Yes	-
Special Download and Update via Remote UI	Yes	-	-	-	Yes

T-5-2

- For install Application

Installation Method	Network Settings	Enabling [Install Application/ Options] Button of User Mode
LMS-linked Installation	Yes	-
LMA-linked installation via Local UI	Yes	Yes
LMS-linked installation via Remote UI	Yes	Yes

T-5-3

No.2

Q: How can operations using Updater be masked on the users' side?

A: Be sure to perform the following from the service mode.

- Masking Firmware Installation

Setting Device Service Mode (Level 1)	COPIER >OPTION >FNC-SW >CDS-FIRM (1 -> 0)
Setting Device Service Mode (Level 1)	COPIER >OPTION >FNC-SW >LOCALFIRM (1 -> 0)

- Masking Application Installation

Setting Device Service Mode (Level 1)	COPIER >OPTION >FNC-SW >CDS-MEAP (1 -> 0)

No.3

Q: Can the communication be cancelled during the communication test?

A: Yes. During the communication test, “Cancel” button is displayed.

Troubleshooting

- Troubleshooting on Firmware Installation
- Information required for Reports
- Debug Logs

Troubleshooting on Firmware Installation

No.1

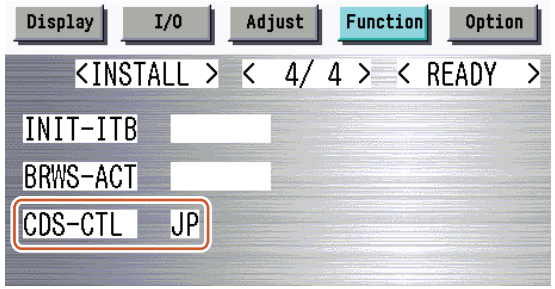
Symptom: I can't find the firmware to be updated using Updater.

Cause: Preparation has not been properly done.

Action: Confirm the setting of Sales Company's HQ bellow.

Setting of Device [SERVICE MODE] (Level1)

COPIER > FUNCTION > INSTALL > CDS-CTL



F-6-1

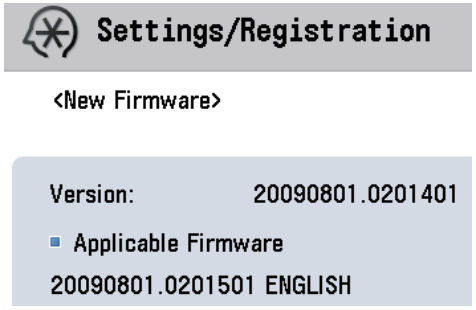
Cause: The version currently in use is not available for update.

Action: Download the release note from CDS separately to upgrade to the version available for update.

Cause: You try to download firmware from User mode.You can download only the latest version of firmware from User mode.

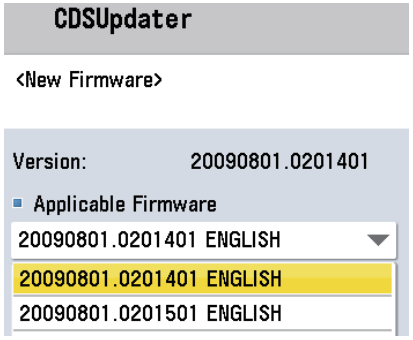
Action: Download from Service mode.

<User Mode>



F-6-2

<Service Mode>



F-6-3

No.2

Symptom: Firmware download is aborted during operation using Updater functions.

Cause: The network cable is disconnected or the power went off due to blackout and the like.

Action: Retry download. Firmware under download is cancelled upon aborted.

No.3

Symptom: Firmware update is aborted during operation using Updater functions and the device cannot be started.

Cause: The power went off due to blackout and the like.

Action: Service technicians should follow the steps below via SST.

1. Press [2] and [8] buttons at a time to start the device.
   1) Turn on the power and hold down [2] and [8] buttons at a time on the control panel.
   2) [Download Mode] is shown on Local UI.
      If the operation above does not trigger the download mode, BOOT (Flash Memory, service parts) should be replaced (takes up to 1 minute for rewriting).
      If the operation above successfully triggers the download mode, go to the next steps below.

2. Via SST, format the HDD of BOOT Dev only.

3. Via SST, install the firmware in the device.

No.4

Symptom: Firmware has not been downloaded according to the distribution schedule.

Cause: Other firmware distribution schedule is set.Since only 1 distribution schedule is held, the registered schedule may be overridden by the new firmware distribution schedule.

Action: Once the schedule is overridden, the firmware cannot be downloaded. Distribution should be rescheduled for the firmware.

Cause: At the scheduled distribution date and time, the firmware registered was not found on CDS.

Action: Distribution should be rescheduled for the firmware.

Cause: After distribution is scheduled, device is updated to other version of firmware via SST. (Status of the firmware in the device is changed.)

Action: Distribution should be rescheduled for the firmware.

Cause: The power of the device was off at scheduled date and time.

Action: Distribution should be rescheduled for the firmware.

No.5

Symptom: The firmware presumed to be downloaded to the device cannot be found.

Cause: Since only 1 firmware can be held on the device, the firmware previously downloaded was overridden by the newly downloaded one.

Action: Retry the firmware download.

Information required for Reports

Information required for Service Technicians to Obtain on Site

- Update Logs
- System Logs (Log Level: 4)

Information to Report

- Symptom occurred
- Location of the device
- Date and Time that symptom occurred
- Steps taken for reproduction
- Firmware / Application you tried to install
- Occurrence frequency
- Model dependency (if the same symptom occurred in other models)
- Dependency on firmware/MEAP application/system option
- Conditions of symptom occurrence
  - Model
  - Firmware version installed on the device
  - List of MEAP applications installed on the device
  - Network setting information of the device
  - Service mode setting information

Setting of device service mode (Level 1)	COPIER > FUNCTION > INSTALL > CDS-CTL
	COPIER > OPTION > FNC-SW > CDS-UGW
	COPIER > OPTION > FNC-SW > CDS-FIRM
	COPIER > OPTION > FNC-SW > CDS-MEAP
	COPIER > OPTION > FNC-SW > LOCLFIRM

* As many as the items listed above should be obtained on site. More information provided will be helpful for investigation.

Debug Logs

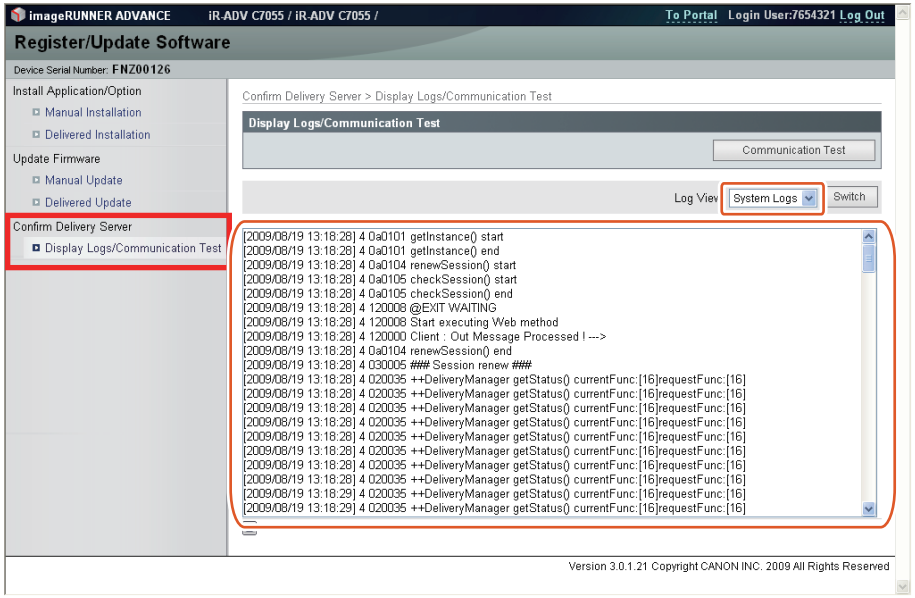
Obtaining Log Files

Updater log files can be obtained by copy & paste from remote UI.
This procedure is shown below.

1. Check that the “CDS-MEAP” or “CDS-FIRM” is enabled in the service mode. If they are not enabled, change the value to “1” and then restart the device.
   Service mode (Level1) > Mode List
   - COPIER > OPTION > FNC-SW > CDS-MEAP: 1
   - COPIER > OPTION > FNC-SW > CDS-FIRM: 1

2. Log in the remote UI (URL: http://<device’s IP address or host name>) using the system administrator right.

3. From “Display Logs/Communication Test” screen, obtain System Logs (log level 4) and Update Logs by copy & paste.
   Top page (Remote UI) > [Settings/Registration] > [Management Settings] > [License/Others] > [Register/Update Software] > “Display Logs/Communication Test”



F-6-4

NOTE:
- See “Setting Log Level” in chapter 3 for details of changing Log Level

4. If the value of CDS-MEAP or CDS-FIRM was changed in the service mode, return to the original value and then restart the device to enable this setting.

Obtaining the log files is completed.

7 Error Messages

- Error Messages
- Error Codes

Error Messages

Error messages displayed in LUI on a device are shown below. As to error codes, see the next list.

No.	Messages	Timing of display	Cause	Remedy
1	An error occurred with the delivery server. Contact your sales representative. Error Code: [xxx]	In communicating with the delivery server.	System error occurred in server.	Obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
2	Delivery server is stopped. Wait a while and then try to perform the operation again. Check the following URL for details. <Stopped Delivery Server URL>	In communicating with the delivery server.	Delivery server stopped.	Check the delivery server stop information. After the delivery server starts, perform the operation from this application. When the delivery server stop information is not available, contact the sales company's Support Department.
3	Failed to connect to delivery server. Check the delivery server and network.	In communicating with the delivery server.	Communication error due to incorrect settings of CDS URL.	Set correct CDS URL in the Updater settings.
			Excluding delivery server stop, communication error to the delivery server occurred.	Check if the network environment is correct to solve the cause of the error occurrence. If the network environment of the device is correct, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
4	Download was stopped because an error occurred with the file server. Check the network.	At the time of file download	Communication error to the delivery server occurred.	Check if the network environment is correct to solve the cause of the error occurrence. If the network environment of the device is correct, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
5	Downloaded files are invalid. Check the network.	At the time of file download	The received file is broken.	After checking the network environment of the device, re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
6	Failed to retrieve information of special firmware. Check the retrieval ID and password.	Acquisition of applicable firmware information	No information exists about firmware for special firmware retrieval ID or Password is invalid.	Enter the correct firmware ID or Password applicable to the firmware information. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
7	Scheduled delivery information of firmware does not exist. Check it because it may already have been deleted.	Acquisition of applicable firmware information	Delivery information with specified delivery ID does not exist.	Register the delivery schedule again. If this occurs at the time of canceling file download, deleting downloaded firmware or deleting scheduled delivery, no remedy is required.
8	Failed to apply firmware.	Firmware application error	Error due to the application (NLM)	Obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
9	Delivery Server : Connect Failed File Server : Retrieve Failed Error Code: [xxxx]	Communication test, etc. (communication test result dialogue)	In the communication test, failed to connect to the delivery server. In SOAP communication, failed to success after 1 min retry.	Check the network environment of the device, and re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			ID and Password required for proxy to connect to the internet are not configured in device.	Set proxy and restart the communication test. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			The access to the network is limited.	Set the user environment to make the access to the following domain available. https://device.cdsknn.net/ http://cdsknn.net.edgesuite.net/ If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.

No.	Messages	Timing of display	Cause	Remedy
			Delivery server stopped.	Contact Field Support Group in the sale company. After confirmation that the delivery server has been restored, restart the communication test. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company again.
10	Delivery Server : Connect OK File Server : Retrieve Failed Error Code: [xxxx]	Delivery Server : Connect OK File Server : Retrieve Failed Error Code: [XXXX]	Due to no return of data for the communication test, time-out (in HTTP communication, no response for 1min) occurred. After that, retried but failed to connect to server.	Check the network environment of the device and re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			The network cable was disconnected during data download in the communication test.	Reconnect the network cable and then restart the communication test. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			The file server stopped during data download in the communication test.	Contact the sales company's Support Department. After confirmation that the delivery server has been restored, restart the communication test. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company again.
			Hash value in the communication test file is incorrect.	Check the network environment and re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
11	An error occurred. Error Code: [xxx]	communication test, etc. (main screen)	The max value (space/file) was exceeded and new log was not accepted. Normally an old log file is deleted before the max value (space/file) is exceeded, but error may occur due to other element (e.g. I/O error).	Check if the log file exceeded the max value. <Update log> Max space: 128KB/file Max file number: 4 <System log> Max space: 512KB/file Max file number: 4 If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
		Notice of version information (main screen)	Failed to acquire version information of device due to no CDS registration of firmware version of device.	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			At the time of notifying version information, failed to connect to the delivery server.	Check if the network environment is correct to solve the cause of the error occurrence. If the network environment of the device is correct, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			No return of notifying version information	
			Network cable was disconnected during notice of version information.	Re-connect the network cable and re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			Failed to send notice of version information since the main power was turned OFF and then ON during the sending.	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			Server stopped at the time of sending notice of version information.	Check the network environment of the device and re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			An internal error occurred at the time of sending notice of version information.	Obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.

No.	Messages	Timing of display	Cause	Remedy
11	An error occurred. Error Code: [xxx]	UGW linkage (main screen)	UGW linkage was turned ON when eRDS was OFF.	For a device using eRDS, turn ON the eRDS. For a device not using eRDS, turn OFF the UGW linkage. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			An internal error occurred at the time of acquiring delivery information.	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
		On-site (error dialogue)	An internal error occurred at the time of acquiring applicable firmware information.	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			An internal error occurred at the time of sending approval information.	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			An internal error occurred at the time of delivery order	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
		Immediate download (error dialogue)	An internal error occurred at the time of requesting firmware delivery information.	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			During the download, all space in the storage disk was occupied. (DiskFull)	After adding vacant space of the storage disk, re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			At the end of receipt, an internal error occurred.	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
		Manual update (error dialogue)	At the update start, an internal error occurred.	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company
		Automatic update (error dialogue)	At the update start, an internal error occurred.	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
		Deletion of downloaded firmware	At the time of notifying cancellation, an internal error occurred.	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
12	An error occurred. Check the Update Firmware screen.	UGW linkage (main screen)	eRDS sent an order but Updater failed to connect to server.	Conduct a communication test to analyze the cause of the error. After solving the cause, resend the order from the eRDS. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			Delivery server stopped.	Contact the sales company's Support Department. After confirming restoration of the delivery server, re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			Scheduled date and time acquired from the delivery server was before current time (15 or more min had passed.)	Do the delivery setting from UGW again. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			Scheduled data and time acquired from the delivery server did not exist.	Do the delivery setting from UGW again. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
		Immediate download (main screen)	At the time of immediate download, turned OFF and then ON the power of device main body.	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.

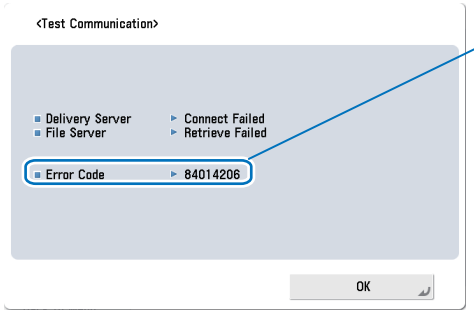
No.	Messages	Timing of display	Cause	Remedy
		Manual update (main screen) Automatic update (main screen)	Updated version was different from the ordered version.	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			After the update, failed to connect to the delivery server.	Check the network environment and re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			After the update, delivery server stopped.	Contact the sales company's Support Department. After confirming restoration of the delivery server, re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			After the update, the network cable was disconnected.	Re-connect the network cable and re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			After the update, server returned an error.	Obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			After the update, an internal error occurred.	If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
13	Delivery Error Error Code: [xxx]	UGW linkage (Update Firmware screen)	eRDS sent an order but Updater failed to connect to the server.	Conduct a communication test to analyze the cause of the error. After solving the cause, resend the order from the eRDS. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			The delivery server stopped.	Contact the sales company's Support Department. After confirming restoration of the delivery server, re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
			The scheduled data and time acquired from delivery server does not exist.	Do the delivery setting from UGW again. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
14	Delivery Error Delivery Time Delivery Firmware Label Delivery Firmware version Error Code: [xxx]	UGW linkage (Update Firmware screen)	The scheduled date and time acquired from delivery server was before current time (15 or more min had passed).	Do the delivery setting from UGW again. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
		Immediate download (Update Firmware screen)	At the time of immediate download, turned OFF and then ON the power of device main body.	Re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
15	Applicable firmware is not registered.	On-site (error dialogue)	At the user site, no latest firmware exists.	This means the current firmware is the latest, so this error has no impact. But when the latest firmware to be retrieved must exist e.g. released new firmware information has been notified, contact Field Support Group in the sales company.
			No applicable firmware exists on CDS, so the service person can't select any applicable firmware.	Contact the sales company's Support Department.
16	Restart failed. Turn the main power OFF and ON.	Manual update (error dialogue)	An error occurred at the time of the device restart.	After turning OFF and then ON the main power of the device, re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.
		Automatic update (error dialogue)	An error occurred at the time of the device restart.	After turning OFF and then ON the main power of the device, re-execute the job. If it recurs, obtain the log etc. (Refer to "Information required for Reports" in chapter 6 of this manual.) and contact Support Div. of the sales company.

T-7-1

Error Codes

Error Codes displayed on LUI in a device and how to read them.

How to read an error code



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Code	Value	Contents
The first digit Error field	8	Error
The second digit Operator	0 1 2 3 4 5	Not defined. CDS server Updater UGW Service person IT administrator (User)
The 3rd - 4th digits Method category	xx	Method
The 5th digit Category code	0 1 2 3 4 5 6 7	Category code
The 6 - 8th digits Description code	000-	See Error code list

Error Code

The error code list is shown below. Remedy are error codes of "-", and for all the error codes out of the list, contact Field Suppot Group in the sales company.

Error Code (hex number)								Description	Remedy	Cause of error			
The first digit Error field	The second digit Operator	The 3rd - 4th digits Method category		The 5th digit Category code	The 6 - 8th digits Description code					CDS delivery server	UP DATER	CDS file server	Network
8	Error												
	0	Not defined.											
	1	CDS server											
		x	x	Relating method code									
				0	Not categorized								
					0	0	1	No value is set in a mandatory data entry item	-	-	✓	-	-

Error Code (hex number)								Description	Remedy	Cause of error			
The first digit Error field	The second digit Operator	The 3rd - 4th digits Method category		The 5th digit Category code	The 6 - 8th digits Description code					CDS delivery server	UP DATER	CDS file server	Network
					0	0	2	In a string type of a data entry item, digit number and/or character type is/are set against the regulations	-	-	✓	-	-
					0	0	3	In an data entry item, the value is set against the regulations (E.g. the set value is other than "Operator: 4. Service person, 5. User")	-	-	✓	-	-
					0	0	4	No applicable delivery information exists	-	✓	-	-	-
				1	Operation								
					0	0	1	Inconsistency between the current firmware component in the data entry item and delivery information (E.g. the conditions for automatic update are not met. The settings of a mandatory additional set are invalid)	-	✓	✓	-	-
					0	0	2	In a notice of delivery-allowed information, an install-set was release to the market, but the market release was stopped during the delivery	-	✓	-	-	-
					0	0	3	No mail template file exists	-	✓	-	-	-
					0	0	4	The device serial number in the data entry item differs from that in delivery information	-	✓	-	-	-
					0	0	5	User is selected as Operator in the data entry items and the retrieval type is other than the latest	-	✓	-	-	-
					0	0	6	The retrieval type in the data entry item is special and registration ID and individual Password are not set (* Operator did not enter registration ID and individual Password)	-	✓	-	-	-
					0	0	7	The retrieval type in the data entry item is special and Operator is not Service person	-	✓	-	-	-
					0	0	8	As to the device serial number in the data entry items, there is no applicable device code product	-	✓	-	-	-
					0	0	9	The retrieval type in the data entry items is special and there are no basic-set applicable to the registration ID and Password (* When wrong registration ID or Password was entered by an operator)	-	✓	-	-	-
					0	0	A	The delivery status is Applying	-	✓	-	-	-
					0	0	B	No approval information exists about EULA or the export criteria when the delivery is determined	-	✓	-	-	-
					0	0	C	The delivery status is Distributing/Distributed/Applying/ Finished/Failed	-	✓	-	-	-
					0	0	D	The delivery status is Distributing/Distributed/Applying/ Finished/Failed	-	✓	-	-	-
					0	0	E	The delivery status is New/Waiting to Distribute/Distributed/ Applying/Finished/Failed	-	✓	-	-	-
					0	0	F	The delivery code is other than Distributing. (Firmware delivery)	-	✓	-	-	-
					0	0	0	The delivery status is New/Waiting to Distribute/Distributing/ Applying/Finished/Failed	-	✓	-	-	-
					0	0	1	The delivery status is Distributing/Distributed/Applying/ Finished/Failed	-	✓	-	-	-
					0	0	2	Device is "Not applicable to CDS" (Firmware delivery)	-	✓	-	-	-
				2	I/O								
					0	0	1	The specified license access number does not exist in LMS	-	✓	-	-	-

Error Code (hex number)								Description	Remedy	Cause of error			
The first digit Error field	The second digit Operator	The 3rd - 4th digits Method category		The 5th digit Category code	The 6 - 8th digits Description code					CDS delivery server	UP DATER	CDS file server	Network
					0	0	2	The specified license access number has been deauthorized	-	✓	-	-	-
					0	0	3	The package product of the entered license access number doesn't include MEAP application/System Option	-	✓	-	-	-
					0	0	4	The sales company for the MEAP application isn't identical with the sale company for the package product	-	✓	-	-	-
					0	0	5	The number of licenses to be issued will exceed the limit number allowed to register	-	✓	-	-	-
					0	0	6	As for System Option for the same function, the license keys were issued more than the defined number of times for the same device serial number	-	✓	-	-	-
					0	0	7	No device product exists applicable to the optional product	-	✓	-	-	-
					0	0	8	No product exists applicable to the device serial number	-	✓	-	-	-
					0	0	9	The product of the entered license access number cannot be used with this device because the settings of the sales company are incorrect	-	✓	-	-	-
					0	0	A	No product linked to the license access number is registered in CDS for delivery	-	✓	-	-	-
					0	0	B	Although the product linked to the license access number is registered in CDS for delivery, the delivery is stopped now	-	✓	-	-	-
					0	0	C	No existence of optional product applicable to the device serial number.	-	✓	-	-	-
					0	0	D	The license access number has been registered for another device	-	✓	-	-	-
					0	0	E	For the device product applicable to the device serial number, no available software (MEAP application, System Option) exists	-	✓	-	-	-
					0	1	0	LMS system error	-	✓	-	-	-
	2~5												
		x	x	Relating method code									
				0	Not cartelized								
					0	0	0	Not defined	Normally not indicated				
					1	0	0	Unknown error	Normally not indicated				
				1	Operation								
					0	0	1	Processing exclusively	Start the operation again after terminating other Updater operations being executed simultaneously	-	✓	-	-
					1	0	1	Failed to process preparation for use	-	-	✓	-	-
					1	0	2	Failed to process use end	-	-	✓	-	-
					1	0	3	Time out during restart of readiness preparation	-	-	✓	-	-
					1	0	4	Session time-out excluding after application inquiry (after issuing delivery ID)	Start the operation again from the beginning		✓	-	-
					1	0	5	CDS URL is not set	Set CDS URL	-	✓	-	-
					1	0	6	There is another job	Start the operation again after terminating the job of the device	-	✓	-	-
				2	I/O								
					1	x	x	An internal error about file operation	-	-	✓	-	-
					2	x	x	An internal error about xML file operation	-	-	✓	-	-
					3	0	1	Failed to output the license file	-	-	✓	-	-
				3	Device								

Error Code (hex number)								Description	Remedy	Cause of error			
The first digit Error field	The second digit Operator	The 3rd - 4th digits Method category		The 5th digit Category code	The 6 - 8th digits Description code					CDS delivery server	UP DATER	CDS file server	Network
					1	x	x	An internal error in CPCA	-	-	✓	-	-
					2	x	x	An internal error in IMI	-	-	✓	-	-
					3	x	x	An internal error in SMS	-	-	✓	-	-
					4	x	x	An internal error in NLM	-	-	✓	-	-
				4	SOAP communication								
					1	0	1	The processing thread stopped	-	-	✓	-	-
					1	0	2	Processing SOAP communication now	-	-	✓	-	-
					1	0	3	The function type is not matched	-	-	✓	-	-
					1	0	4	An invalid SOAP response error	-	✓	-	-	-
					2	0	1	An internal error about application information	-	-	✓	-	-
					2	0	2	config.xml is NOT FOUND	-	-	✓	-	-
					2	0	3	type.xml is NOT FOUND	-	-	✓	-	-
					2	0	4	An error in binding type.xml	-	-	✓	-	-
					2	0	5	An error in creating a service tab	-	-	✓	-	-
					2	0	6	A runtime error in performing the web method	-	-	✓	-	✓
					2	0	7	An unknown host error in performing the web method	• Check the network environment of the device and start the operation again • Check if the URL settings of the CDS server are correct, and start the operation again after resetting	✓	✓	-	✓
					3	0	1	The delivery server is stopped	-	✓	-	-	-
					3	0	2	An error occurrence in the delivery server	-	✓	✓	-	-
				5	HTTP communication								
					1	0	1	Specified Hash Algorithm is unknown	-	-	✓	-	-
					2	0	1	Invalid HTTP request	-	-	✓	✓	✓
					2	0	2	Failed to connect to the server	Check the network environment of the device and start the operation again	-	✓	✓	✓
					2	0	3	Failed to find the server	Check the network environment of the device and start the operation again	-	✓	✓	✓
					2	0	4	An input/output error occurred during the connecting process to the server	-	-	✓	✓	✓
					2	0	5	Failed to read a HTTP response	-	-	✓	✓	✓
					2	0	6	Error in a HTTP response	-	-	✓	✓	✓
					3	0	1	Failed to retrieve the data stream	-	-	✓	-	✓
					3	0	2	Failed to create the file object for receipt	-	-	✓	-	✓
					3	0	3	Failed to create the data stream of the file for receipt	-	-	✓	-	✓
					3	0	4	Failed to receive the data	Check the network environment of the device and start the operation again	-	✓	✓	✓
					3	0	5	An error about reserving the file data for receipt	-	-	✓	-	-
					3	0	6	Failed to close the data stream	-	-	✓	-	-
					3	0	7	Failed to close the file data for receipt	-	-	✓	-	-
					3	0	8	Invalid hash code of the download file	Check the network environment of the device and start the operation again	✓	✓	✓	✓
					3	0	9	The prosy authorization method is not applicable	Check the proxy authentication method used, and start the operation again after changing the settings to use the corresponding proxy anthentication	-	✓	-	✓
				6	Socket communication								
					1	0	1	Failed to connect the eRDS	-	-	✓	-	✓
					1	0	2	No response from eRDS	-	-	✓	-	✓

Error Code (hex number)								Description	Remedy	Cause of error			
The first digit Error field	The second digit Operator	The 3rd - 4th digits Method category		The 5th digit Category code	The 6 - 8th digits Description code					CDS delivery server	UP DATER	CDS file server	Network
					1	0	3	No notice of start from the eRDS	-	-	✓	-	✓
					1	0	4	Error of socket reading	-	-	✓	-	✓
					1	0	5	Socket communication time-out	-	-	✓	-	✓
				7	Other internal codes								
					0	0	2	One of installation, start or authorization failed (When installation or authorization failed, it is regarded as an error) *	-	-	✓	-	-
					0	3	x	An internal error in processing the installation	-	-	✓	-	-
					1	x	x	An error by using invalid API	-	-	✓	-	-
					2	x	x	An internal error in SMS	-	-	✓	-	-
					3	0	1	No existence of delivery ID	-	-	✓	-	-
					3	0	2	Invalid delivery ID	-	-	✓	-	-
					3	0	3	The updated firmware information is not identical with the firmware information after activation of the Updater	-	-	✓	-	-
					3	0	4	The process of firmware download is incomplete	-	-	✓	-	-
					3	0	5	The update process is incomplete	-	-	✓	-	-
					3	0	6	The installment process is incomplete	-	-	✓	-	-
					4	0	1	Failed to retrieve delivery information	-	-	✓	-	-
					5	0	1	Failed to execute the delivery process	-	-	✓	-	-
					5	0	2	The scheduled delivery was not executed within the defined period of time	Scheduled deliveries not executed within the defined period of time are abandoned, so register a scheduled delivery again. When setting the date and time of the scheduled delivery, be sure to designate a time when the device is ON	-	✓	-	-

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* Not displayed on a device UI

Appendix

- Confirming the version of Updater
- Glossary

Confirming the version of Updater

There is no way to confirm the version of Updater.

In case of trouble, confirm the version of the firmware installed in the device, and escalate the issue to Field Support Group in the sales company.

Glossary

Term	Meaning
CDS	Abbreviation of Content Delivery System. CDS enables content (firmware and applications) distribution via Internet.
Updater	Updater is Meap application in the device that communicate with CDS server to download/update the firmware.
UGW	Abbreviation of Universal Gateway. UGW is a system you can acquire information (Counter/Error/Jam) that has been sent from eRDS and add it up, and to display.
eRDS	Abbreviation of Embedded RDS. The embedded client system of the device in the e-Maintenance system.
LMS	Abbreviation of License Management System. The system which performs the publication/management of the license for MEAP/ MEAP-Lite application, native option of iR device, DA device, iW/imageWARE software and package product.
SMS	Abbreviation of Service Management Service. SMS is a MEAP System Service that enables Installing/Management MEAP Applications on Web browser.
SST	Abbreviation of Service Support Tool. SST is a Tool for field services that download the firmware/upload the backup data.

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